



Breaking Silos: Uncovering Hidden Barriers to Team Collaboration

HOW TO STUDY AND ASSESS YOUR LEADERSHIP TEAM'S IN-PERSON DYNAMICS TO UNCOVER THE ROOT CAUSE OF COMMUNICATION AND COLLABORATION CHALLENGES

1 LEVERAGE THE POWER OF OBSERVATION

The objective is to observe the following elements so you can dive beneath the surface to uncover the **driving forces** behind their siloed mindset and behavior.

WHAT THEY SAY

pay close attention to word choice, what they focus on when speaking, and topics they don't address

TIMING

notice when they choose to engage, speak up, or remain silent

BODY LANGUAGE

observe their posture, facial expressions, and energy when they speak and listen to others

VOCAL EXPRESSION

observe tone, pace, pitch, volume, and inflection

QUESTIONS ASKED

examine when and how they pose (and don't pose) inquiries



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2 EXPLORE THOUGHT-PROVOKING QUESTIONS

While keeping an eye on all the elements discussed on the previous page, seeking to answer the questions below will help you peel back the layers and begin to identify what is really going on.

IMPACT

- What impact are the various discussions and topics having on each team member?*

FOCUS

- What do they focus on during the various conversations?*
- What seems to be a priority and dominating their thoughts?*
- When engaging in conversation, what do they appear to be driving toward and trying to achieve?*

REACTION

- How are they responding to their colleagues and the various topics and conversations, and what seems to be driving those responses?*
- Based on what you are seeing, hearing, and sensing, what seems to matter to each team member? What are their immediate priorities and objectives when they react to and engage in the various discussions?*
- What do they care about, and what DOESN'T seem to matter to them?*
- Is there insight to be gained from their interactions with colleagues and their leader (during the meeting and on breaks)?*
- When they speak and respond non-verbally, do there seem to be any underlying fears at play? Does it appear there are things they're trying to avoid or protect against?*

