

## Smarter Collaboration Insights

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Sharing ideas to accelerate smarter collaboration

May 2024

### FEATURED THOUGHT LEADERSHIP

#### **Collaboration is One of Your Strategic Pillars - Now What?**

In a new article, Dr. Heidi K. Gardner and Csilla Ilkei highlight three situations where injecting smarter collaboration into your mindsets and actions can make a big difference:

- Launching teams
- Engaging with clients
- Bringing on new leaders

To learn tips for each of these key moments, check out the article [here](#). The article appeared in Modern Lawyer; we are confident these tips apply broadly to a whole range of organizations and industries.



**The Need for Swift Trust in Dynamic Teams - and How to Get It**

Reflecting on Dr. Heidi K. Gardner's recent session with the MD Anderson Cancer Center, we are struck by how crucial it is for dynamic medical teams to develop “swift trust.” Dr. Gardner explored how doctors, nurses, and technicians can fuel faith in one another – even before deeply knowing them. This trust breeds smarter collaboration, in turn leading to better patient care.

As surgical and other teams morph (based on scheduling, new hires, etc.), creating swift trust requires members to:

- Focus more on the task at hand, less on personalities
- Clarify roles *in this context* (the “top dog” on one team might be a “mere” member on another, which demands a change in expectations about power/deference)
- Demonstrate trustworthiness – reputations matter
- Presume others are trustworthy (check biases: pressure makes it more likely to unconsciously trust people whom we perceive as our in group – what psychologists call “homophily”)



Other hot topics covered during the session included maintaining collaboration under stress, and reducing employee burnout.

## COMPANY NEWS

### Smarter Collaboration International Has Launched

We have a new sister company: Smarter Collaboration International (SCI)! SCI brings technology-based tools to help individuals, teams, and organizations:

- Collaborate more effectively to address their largest opportunities
- Solve their most vexing challenges
- Innovate faster
- Drive engagement across the organization

With SCI's technology-led capabilities and Gardner & Co.'s unique blend of empirical research and top-tier consulting experience, we work globally with

boards and senior executives to transform their organizations.



SCI is led by Chief Executive Officer Ivan Matviak (Gardner & Co. Co-Founder). Matviak has more than 25 years of experience transforming complex global businesses through disciplined strategy, product innovation, operations optimization, and cross-silo collaboration.



He is the co-author of the best-selling book *Smarter Collaboration: A New Approach to Breaking Down Barriers and Transforming Work* (2022) and multiple articles in journals like Harvard Business Review and the Wharton Magazine.

Previously he was an executive vice president at a publicly traded fintech company, senior advisor to Boston Consulting Group and the private equity firm Warburg Pincus LLC, and an EVP at State Street Bank, where he served as chairman and president of multiple fintech subsidiaries.

Earlier in his career, Matviak worked in Edinburgh, Johannesburg, London, New York, and Paris at the Bank of Scotland, Bain & Company, Walt Disney Company, and Procter & Gamble.

Matviak holds a BA from the University of Pennsylvania, an MBA and master's degree in international affairs from the Wharton Business School, and is a fellow at the Joseph H. Lauder Institute for International Studies.

Stay tuned for details on our new website.

## TOOLS

### Introducing the “Smarter Collaboration 360”

This month, in partnership with Smarter Collaboration International, we are releasing the Smarter Collaboration 360 (“SC360” for short) development tool to help boost people’s collaborative competencies. With input from colleagues – and the option to solicit feedback from external parties such as clients – the Personalized Action Report reveals results across nine core collaborative competencies.

By understanding their superpowers, undiscovered strengths, watch-outs, and growth opportunities, people get insights to drive higher collaborative performance. A team version of the tool/report will be released soon.

If you or your leaders want a powerful dose of reality, email Christine at [christine@gardnerandco.co](mailto:christine@gardnerandco.co).



## EVENTS

### Interview on Smarter Collaboration, Leveraging Strengths, & Wellbeing

If you’re feeling burnt out or overwhelmed, smarter collaboration is a way for executives to return from the brink.

You can do what you do best, and offload less-fitting tasks to others. But to do this most effectively, you must have the right organizational culture – a culture that rewards:

- Understanding, embracing, and employing your strengths
- Asking others for help
- Giving feedback on how people are blending their talents and interests with others’ skills and perspectives

Find out strategies for creating this kind of environment by tuning in to Dr. Heidi K. Gardner’s [recent exchange](#) with Mobius Executive Leadership Chief

Innovation Officer Stephenie Girard.

From using 360 feedback tools to starting with the end in mind (VUCA challenges, strategic objectives), We hope you gain one or two new ideas to use in your company. Thanks for tuning in!



### Free Tickets Available for Coaching.com Event

Dr. Heidi K. Gardner invites you to join her at the 14th Annual Coaching.com Summit, where she'll lead a session on smarter collaboration. Held online, the summit is a good opportunity to learn from the best in the coaching industry - with over 35 live sessions.

Her session, Boosting Client Outcomes through Smarter Collaboration, takes place on June 12 at 1 p.m. EDT. She'll be sharing valuable insights on:

- How smarter collaboration enhances career outcomes by boosting results in one's organization
- The mindsets and behaviors that underpin smarter collaboration, including understanding clients' unique strengths and perspectives
- How to measure people's go-to collaborative approach to create tailored action plans to strengthen their collaborative competencies

[Registration](#) for the summit is free, including securing your seat for Dr. Gardner's session.



## MORE SMARTER COLLABORATION INSIGHTS

### Briefing: Three Ways to Collaborate the Right Way

In an article for Briefing, Dr. Heidi K. Gardner and Csilla Ilkei share the top barriers to smarter collaboration in law firms, followed by three strategies for mitigating these barriers to unlock smarter collaboration's business and talent outcomes.

These strategies are:

- Start from the top.
- Align structures and communication.
- Leverage technology effectively.

To read the full article, click [here](#).



### Unconventional Moves to Catalyze Career Success

Forty-eight thought leaders, including Dr. Heidi K. Gardner, answered the question: "What's the most unconventional thing you did that catalysed your

own success?" Dr. Gardner's atypical decision gave her the unique blend of experiences and expertise she has today. For more specifics, and to benefit from the full breadth of wisdom in the article, click [here](#).



## JOB OPENINGS

### Associate Consultant

Our team is growing; we are starting a "soft" search for an associate consultant. The ideal candidate would be able to draw out insights, make connections between disparate data and ideas, and apply research to generate practical advice and concrete tips for leaders and professionals.

We are going to launch a formal search in September. But in the meantime, if we can use our network to find a person who is experienced with qualitative and quantitative consulting methods; demonstrates a collaborative mindset and behaviors; and has strong prioritization and organizational capabilities, please send them our way.

Résumés may be sent to Dr. Heidi K. Gardner at [hgardner@law.harvard.edu](mailto:hgardner@law.harvard.edu).

## STAY CONNECTED

### Keep in Touch

Follow Gardner & Co. on [LinkedIn](#) and visit our [website](#) for extra news and insights on smarter collaboration.

### Subscribe to our Podcast

Follow our [Smarter Collaboration Podcast](#) to hear how incredible leaders bring together diverse thinkers to create breakthrough outcomes.

### Watch our Videos

Check out our YouTube channel, which [includes 30-plus videos](#) about smarter collaboration - including how to put it into practice.

## Give Feedback

What else can we do together? Please send your thoughts to Christine at [christine@gardnerandco.co](mailto:christine@gardnerandco.co).

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