


Strong Relationships For Effective Collaboration

The Emotional and Rational Arts
of Getting Things Done

Your Market Differentiator is Human Potential: Realize It.



Agenda

This Moment

Ted and his company

Building Agreement Through Emotions

Creating and Communicating Project Updates

Summary and Q&A

This Moment

We are in a global crisis

We have stress, fear, pain and loss

Those are real and valid

We are all in this together

We can help each other



This Moment

"I hope in the years to come everyone will be able to take pride in how they responded to this challenge... that the attributes of self-discipline, of quiet good-humoured resolve and of fellow-feeling still characterise this country....

This time we join with all nations across the globe in a common endeavour, using the great advances of science and our instinctive compassion to heal. We will succeed - and that success will belong to every one of us."



Queen Elizabeth II
of the United Kingdom

This Moment

People are the solution

- Maximal physical distancing
- Essential businesses
- Healthcare
- PPE / Models / AI / Engineering
- Biotech & Pharma

Organization	Type	Target	Phase
 GILEAD	Treatment	Remdesivir	III
 SANOFI	Treatment + Vaccine	Plaqueur®	Preclinical
 BIONTECH	Treatment + Vaccine	New mRNA vaccine	Preclinical
 JOHNSON & JOHNSON	Vaccine	Covid-19 vaccine	Preclinical
 ABBVIE	Treatment	lopinavir/ritonavir combination	III
 VACCITECH	Vaccine	lopinavir/ritonavir combination	III
 REGENERON	Treatment	Monoclonal antibody therapy	Preclinical
 AVANTIS	Treatment	Combination of two antivirals	I
 PULMONX	Treatment	Polyclonal antibody therapy	Preclinical
 NOVAVAX	Vaccine	Self-assembling vaccine (SAV)	Preclinical
 MODERNA	Vaccine	mRNA-1273	I
 CAN-SINO BIO	Vaccine	Covid-19 vaccine	I
 ARCTURUS	Vaccine	Covid-19 vaccine	Preclinical
 ADALENE LILLY	Treatment	Antibody drug	Preclinical
 OXIGEN	Vaccine	Covid-19 vaccine	Preclinical
 INOVIO	Vaccine	Covid-19 vaccine	Preclinical

“There is only one way the world can exit this pandemic – and that is through science.”

- Dr Jeremy Farrar, Director of Wellcome and
Chair of the WHO R&D Blueprint Scientific Advisory Group

Ted Benson

Education & Research



Williams



hhmi

Biotech & Biopharma

KARO  BIO

 AFFINERGY

 IOS

GRIFOLS



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About Corralling Chaos

WHY: Mission

We help our clients increase profits by realizing human potential to optimize total cost of workforce

WHAT: We equip teams with practical work skills and process, including tools to

Align culture and behavior to mission and vision

Increase retention and productivity

Develop current and future leaders

The Corralling Chaos Promise™

We guide senior management teams to boost

Culture

Happiness

Agility

Operations

Success

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Strong Relationships for Effective Collaboration



Your success depends on your relationships with others

Building Agreement Through Emotions

Dealing Honestly With Emotions

Five Core Concerns

Core Concerns: Risks and Power

Address Behaviors



Emotions: How to Build Agreement

Consider **their and your** emotions

Acknowledge the emotions

Discuss with someone

Shift focus to the **core concern**



Five Core Concerns Driving Workplace Emotions



Appreciation



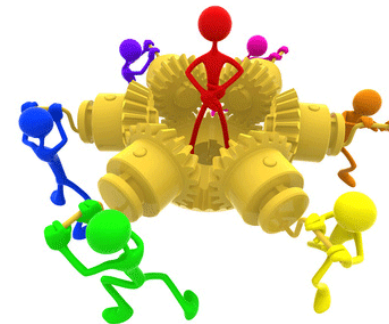
Affiliation



Autonomy



Status



Role/Impact

How To....

Express Appreciation:

Find merit in what they say and do

Use active listening, confirm understanding



Build Affiliation:

Find links beyond the ordinary: Personal ties

Strength of 1:1's: Build relationship power



How To ...

Respect Autonomy:

Don't over-power people: ask, don't tell

Make suggestions, seek ideas and input

Give autonomy in stages, over time



How to...

Acknowledge Status:

Know internal/external status

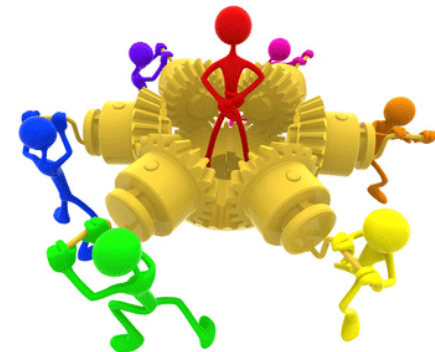
Appeal to expertise power: “Can you give me advice..?”



Understand Roles:

The 3 key qualities of each role:

Purpose, meaning, not a pretense



The Risks of Ignoring Core Concerns

Core Concern:	My Core Concerns are Unmet Whenever:	The Resulting Emotions Can Make Me Feel:	When This Happens, I Am Prone:
Appreciation	I am unappreciated	Angry Impatient	To react negatively, contrary to my interests
Affiliation	I am treated as an adversary	Indignant Disgusted Resentful	To go it alone
Autonomy	My autonomy is impinged	Guilty and Ashamed Remorseful	To think rigidly
Status	My status is put down	Embarrassed Sad	To act deceptively and be seen as untrustworthy
Role	My role is trivialized and restricted	Envious and Jealous Anxious	To be frustrated



Table after Fisher and Shapiro, 2007

The Power of Meeting Core Concerns

Core Concern:	My Core Concerns are Met When:	The Resulting Emotions Can Make Me Feel:	When this Happens, I Am Prone:
Appreciation	I am appreciated	Enthusiastic Caring	To cooperate
Affiliation	I am treated as a colleague	Compassionate Content	To work together
Autonomy	My freedom to decide is acknowledged	Comforted Pleased Hopeful	To be creative
Status	My high status is recognized where deserved	Proud Accomplished Courageous	To be trustworthy
Role	My role is fulfilling; it includes activities that convince me that I can make a difference	Calm Relieved Relaxed Happy	To be fulfilled



Table after Fisher and Shapiro, 2007

Address Behaviors

Do talk about:

- What people say
- The way they say them
- Their expressions
- Body language
- Work assignments & deliverables

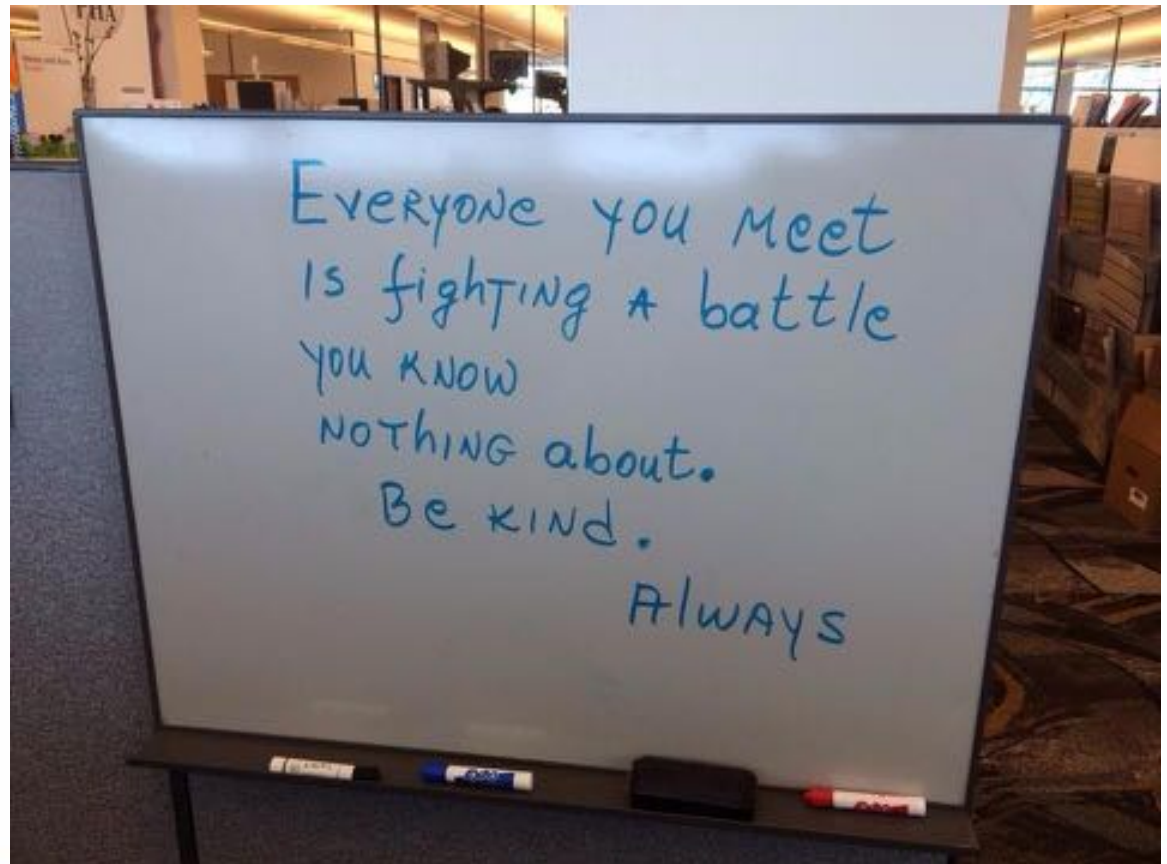


Never talk about their:

- Way of thinking
- Disposition
- Meaning
- Values

Build Agreement Through Emotions

Be kind



Communicating Project Status



Deliverables = Success

Communicating Project Status

Intentional planning

Clarify Expectations

Shared Vision and Alignment

Talk in Numbers

The Most Effective Management Tool



Intentional Planning: One Step At A Time

Start with goal & end date, plan back by milestones

Ask them to set deadlines, adjust as needed

Use % completion status: talk with numbers

Appreciate and reward each milestone

Plan backwards
from your goal

Reach your goal

Execute your plan
to reach your goal

Clarify Expectations

Let others know your purpose

Clarify the right information

Use the easiest, most effective project management tool



Shared Vision and Alignment

BLUF – get to the point early

What is the

Cost

Result

Timeline

Metric: talk with numbers

Scheduled check-ins for clarity



Talk in Numbers

Objective, factual, clear

Calculating Completion Status

Milestones done/Total milestones = % complete

Each milestone is regularly updated red/yellow/green

Any yellow milestone requires your support

Milestone isn't done until it's reported

Clarify how those are reported



The Most Effective Project Management Tool

Who does

What by

When

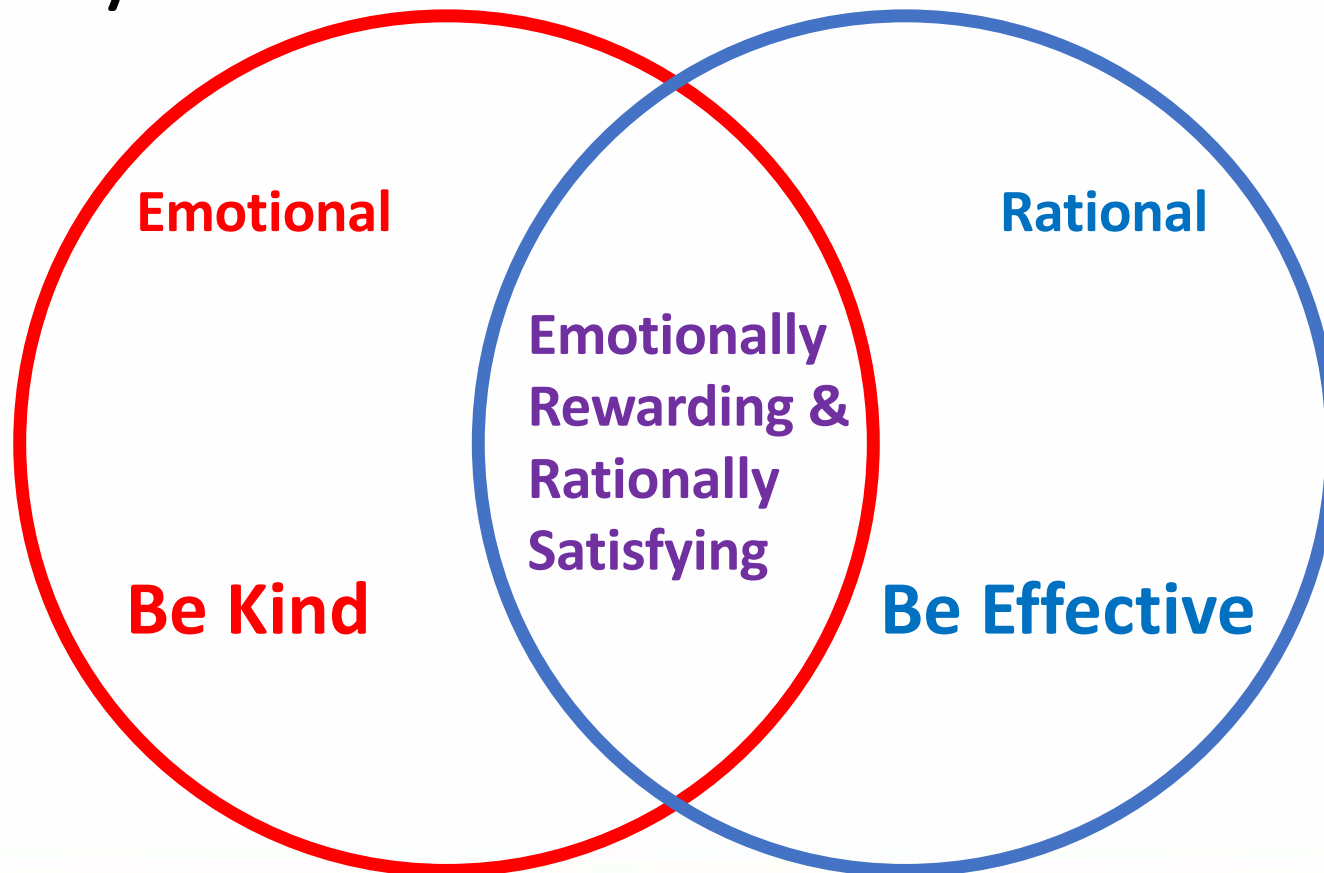


Communicating Project Status

Be effective



Summary: The Emotional and The Rational



The Result



**Strong relationships
for
effective collaboration!**



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QUESTIONS?