



# Collaboratory Lessons Learned

As discussed during the 10/28/04

**Tele-Learning**  
with Jay Connor

# The Collaboratory: Lessons Learned

- ◆ Provider Involvement:
  - “Necessary but not sufficient”
- ◆ Community Engagement ⇔ Ownership
- ◆ Bias for Action: Change Model acceptance  
*Precedes and Defines* data gathering
- ◆ Multiple Strategies
- ◆ Value neutrality to path not destination
- ◆ Dedicate Resources to “no man’s land”

# The Collaboratory: Lessons Learned

## ◆ Provider Involvement:

- “Necessary but not sufficient”

Here we are referring to the fact that the work of getting to solutions in communities cuts across sectors and multiple stakeholders (public and private). The focus on community outcomes requires broader community engagement beyond the provider transactions.

# The Collaboratory: Lessons Learned

- ◆ Provider Involvement:
  - “Necessary but not sufficient”
- ◆ Community Engagement ↔ Ownership

To truly get to solutions, there is a requirement of a shared understanding as to what those solutions constitute and that this is a community value. The community must be engaged and “own” its aspirations.

# The Collaboratory: Lessons Learned

- ◆ Provider Involvement:
  - “Necessary but not sufficient”
- ◆ Community Engagement ⇔ Ownership
- ◆ **Bias for Action: Change Model acceptance**  
*Precedes and Defines* data gathering

Achieving solutions is tough work. One of the easiest (and most widely used) techniques of avoiding real change is to launch a “study.” Communities have enough data what they need is action! As long as they commit to the change model (see following).

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## ◆ Multiple Strategies

The issues of our communities are complex. To achieve solutions we must move beyond looking for THE answer and embrace multiple strategies.

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- ◆ Bias for Action: Change Model acceptance *Precedes and Defines* data gathering
- ◆ Multiple Strategies

## ◆ Value neutrality to path not destination

To be successful in leading this focus on outcomes, we need to be open to all transactional methods that lead to the outcome sought. In order to accomplish this, we must be neutral to the program but unflinching in the outcome/performance expectation.

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- ◆ Multiple Strategies
- ◆ Value neutrality to path not destination

## ◆ Dedicate Resources to “no man’s land”

There is a requirement to work and provide infrastructure for success in this place across organizations and sectors.

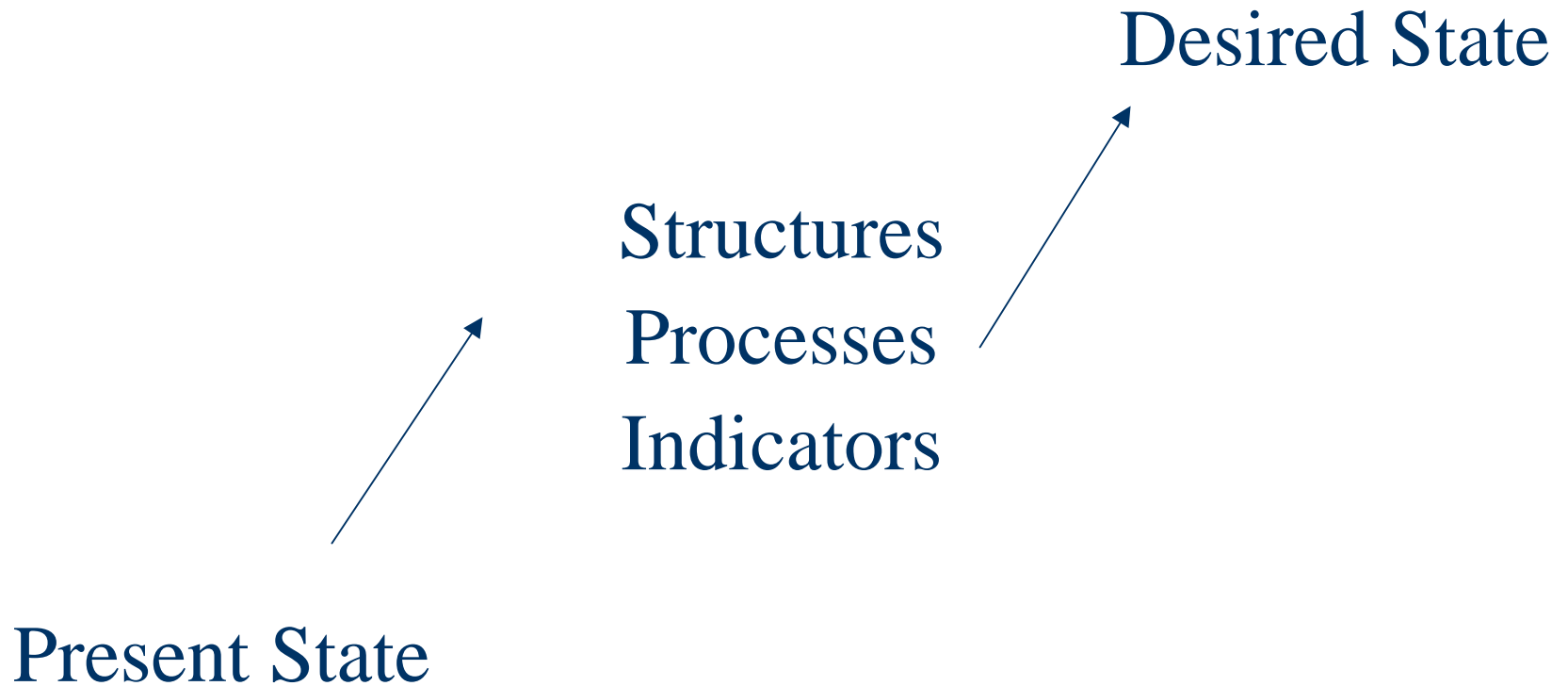
# Challenge: Work Differently

- ◆ Insanity: doing the same thing over and over again and expect different results.  
-- Albert Einstein

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# Working Differently: The Change Model

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# The Change Model

- ◆ The Collaboration is the Enterprise wherein the structures, processes and indicators must be reviewed:
  1. Cross-organization case management
  2. Region-wide needs/asset mapping; GIS
  3. Distributed and Complexity Management
  4. Human Resources

# Thank You

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