

## Build Collaborative Intelligence with Focused Team Engagement

- Marcia Hughes, President, Collaborative Growth

Does your team or group struggle with productivity, with being imaginative or with one another? Come at it with a new twist. Instead of deciding to fix a little part go for the gold and build Collaborative Intelligence (CI or CQ). Developing Collaborative Intelligence within a group or team takes effort and recognition of the value CQ brings to the table. Some degree of collaborative intelligence may already exist in your team or group, however without acknowledging its effect and deliberately using that intelligence, inefficiencies and redundancies will plague your team. Honing key skills and behaviors with the direct intention of improving your team's CQ will improve their partnerships and productivity. The 7 key skills measured by the [TESI](#) are core indicators of a team's capacity to build CQ. When your team takes the TESI they'll receive a report indicating their strengths in the seven areas described below. Working with the results, your team can develop a strategic plan to maximize their current strengths and target the best skills to expand. It's using these skills in a deliberate and astute manner that brings home the CQ pay off.

The seven skills called for to be high functioning are measured by the TESI. They are:



**Team Identity** through which team members find a purpose for their work. This might seem a bit elementary, but it remains critical that everyone within the team finds a personal reason to engage and a reason for the whole team to exist. How else do they measure success or feel proud?

Next comes **team motivation**, which measures the commitment to mobilize their three basic resources: time, energy and intelligence. When every member understands and stands behind the goals of the group the more likely they are to be motivated. Building this feeling in people is what makes great leaders.

**Emotional awareness** is one of the most underutilized of the qualities. Emotions are a rich resource of data and good data leads to good decisions. Understanding emotions improves performance, which drives results.

What makes **communication** effective is a vast topic; it is the everyday infrastructure that defines our career paths and our most cherished relationships. For a collaboration to be brought to its fullest potential all the participants have to have the ability to relate and respond to their ideas and observations.

**Stress tolerance** is the skill of holding the world's parade of unpleasant surprises at bay. Using other skills such as emotional awareness, conflict resolution, and communication will allow a group to deal with stress earlier in the development and, thus, make it more manageable. Dealing with adversity and turning challenges into opportunities is the outcome teams receive when they use this skill well.



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**Conflict resolution** is the process employed by individuals and teams facing confrontation. What teams do in the face of adversity will define much of their capacity for success. When they are willing to entertain change and conflict, giving up much of the illusion that each team member is individually in control, the team can actually find powerful new levels of success.

One attribute that promotes effective conflict resolution and stress tolerance and team engagement as a whole is a **Positive Mood**. Optimism and simple happiness have a lot to do with this attitude. As a leader, when people look to you during adversity and you can reflect a positive mood, you encourage a can do sense of hopefulness that makes a concrete difference.

These skills and behaviors are the core resources needed to raise the collaborative intelligence of a team or group. When analyzing your team or a group be sure to recognize your own deeds first. Leading by example has always been the most effective way to create a positive environment.