

TITLEMAN'S

Tips for Collaboration

An Ask The TITLEMAN™ Presentation

Presented by:

John Lotardo aka The TITLEMAN™



John T. Lotardo aka The TITLEMAN™ is Senior Vice President, Director of Operations and National Commercial Counsel for Commonwealth Land Title Insurance Company and is a regularly featured columnist. In addition, he is a frequent speaker and presenter on real estate-related topics. Have any questions for him? Send it to him at www.askthetitleman.com ©2017-2021

TODAY'S TOPICS INCLUDE:

- ▶ Defining the Collaborative Process (CP)
- ▶ Practical tips on how to use CP to handle conflicts which arise
- ▶ How use (or non-use) impacts your business
- ▶ Interactive “play” to put the process to the test

TITLEMAN'S TOP TIPS

First off...

What's it all about anyways?

Where to Start

According to the US Dept. of Health and Human Services*

“Building collaborations can take many forms, from informally coordinating between organizations to establishing full-fledged partnerships with formal Memoranda of Understanding...”

*Offices of Adolescent Health, Resource Center

“...At the core, collaboration involves two or more organizations creating a mutually-beneficial and well-defined relationship to achieve a common goal.”

The Parts of the Collaborative Process

1. Building Rapport
2. Managing Conflicts

These two activities each deal with...

With actual effort on our part...

These types of efforts are sometimes difficult for all of us...

Including those around us and those impacted by these efforts...

Why?

Effort = Risk = Fear = ...

- ▶ Rejection
- ▶ Failure to accomplish goal or resolve conflict
- ▶ Unsuccessful in our businesses and our (business) relationships

How do we deal with this uncomfortable situation?

My 3Ps:

Prepare, **P**ractice, **P**ersevere

Is it really a change or just tools we already use?

Effort = Risk = Fear = Work

Our First Interactive Activity (I.A.)

Introductions please!

Let's do some who, what, where...

Write down 5 non-business things about yourself

Building CP

- ▶ Collaborations start off with building rapport
- ▶ Building rapport = Creating a relationship
- ▶ Camaraderie, Empathy, Honesty

Using these skills to resolve conflicts

Empathy =

Understanding the other's perspective

What are

Their goals?

Their “end game”?

Their needs?

(BTW- Schoolyard bullying is so “out.”)

Speaking of Work...

2020 was plenty of work.

With the arrival of COVID-19, came chaos.

From that chaos arose innovations,

A remarkable phenomenon occurred:

unprecedented collaboration.

COMPETITORS BECAME COLLABORATORS

- ▶ Walls between silo-ed departments tumbled down.
- ▶ Representatives from competing businesses met (ZOOMed) to share information.
- ▶ "In many ways, COVID deconstructed a lot of the bureaucracy that was standing in the way of innovation." ~Jayne Morgan, MD, a cardiologist and director of innovation at Piedmont Healthcare in Atlanta, Georgia
- ▶ Collaborative efforts occurred not only with CEOs; multiple layers of organizations came together to share best practices.

DATA-SHARING INITIATIVES

- ▶ Before the pandemic, organizations were sometimes reluctant to share data, particularly if it included business-advantageous information.
- ▶ “Never waste a good crisis.” ~Don Sharp, CEO at Coolfire

Next I.A.

Houston, we have a conflict...

One apple for 2 (or more) hungry people

How do we resolve this?

What do we do?

“Let’s chat”

Results....

Many ideas.

All good.

No one answer is THE answer...

That old saying

There are more ways than one to...

Defining Success

Using CP to:

- ▶ Build relationships
- ▶ Resolve conflicts
- ▶ Success – short and long term attainment

TITLEMAN'S NUMBER ONE TIP

THINK ABOUT IT.

It includes all of the above.

But, really, the most important piece in
Building Collaboration is...



The End

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- Email John at: titleman@askthetitleman.com

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