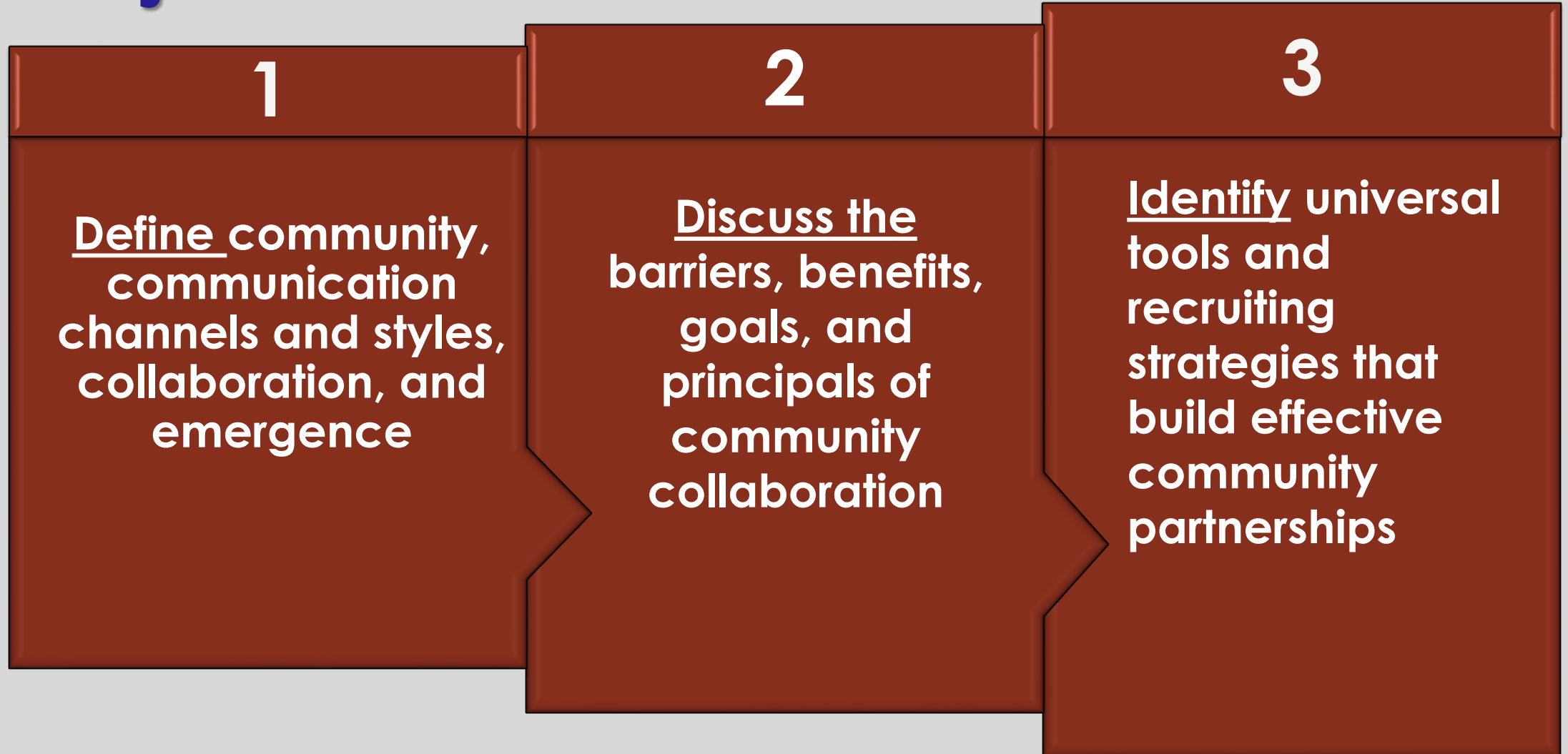




COMMUNITY COLLABORATION

*Neighborhoods building stronger
communities together.*

Objectives



Before We Begin...

"That's Not My Job"

This is a story about four people named **Everybody**, **Somebody**, **Anybody**, and **Nobody**. There was an important job to be done and Everybody was sure that Somebody would do it. Anybody could have done it, but Nobody did it. Somebody got angry about that- because it was Everybody's job. Everybody thought Anybody could do it, but **Nobody** realized that Everybody wouldn't do it. It ended up that **Everybody** blamed Somebody when **Nobody** did what **Anybody** could have.

-Charles Osgood

Community

A community is defined, for the purposes of the Citizen Participation Program, as a geographic area made up of two (2) or more adjoining neighborhoods.

Example...

Crestwood (2)

- Crestwood North & Crestwood South

Northside (5)

- Central City, Druid Hills, Evergreen, Fountain Heights, and Norwood

Southside (3)

- Five Points South, Glen Iris, and Southside

Southwest (6)

- Garden Highlands, Jones Valley, Mason City, Oxmoor, Powderly, and Riley-Travellick

Collaboration

A PROCESS OF PARTICIPATION through which people, groups, and organizations work together towards a shared vision by building an interdependent system that addresses issues and opportunities.

The **goal** is to:

1. bring individuals, agencies, organizations, and community members together
2. focus on increasing capacity, communication, and efficiency while improving outcomes.
3. systematically solve existing and emerging problems that could not easily be solved by one group alone

Adapted from: Collaboration Framework - Addressing Community Capacity: the national Network for Collaboration <http://crs.uvm.edu/nnco/collab/framework.html>

Define Community Collaboration

Two or more _____ which people, groups, and organizations work together through a _____ of _____ to accomplish a shared _____ by building an _____ to address issues and opportunities.

Community Collaboration Defined

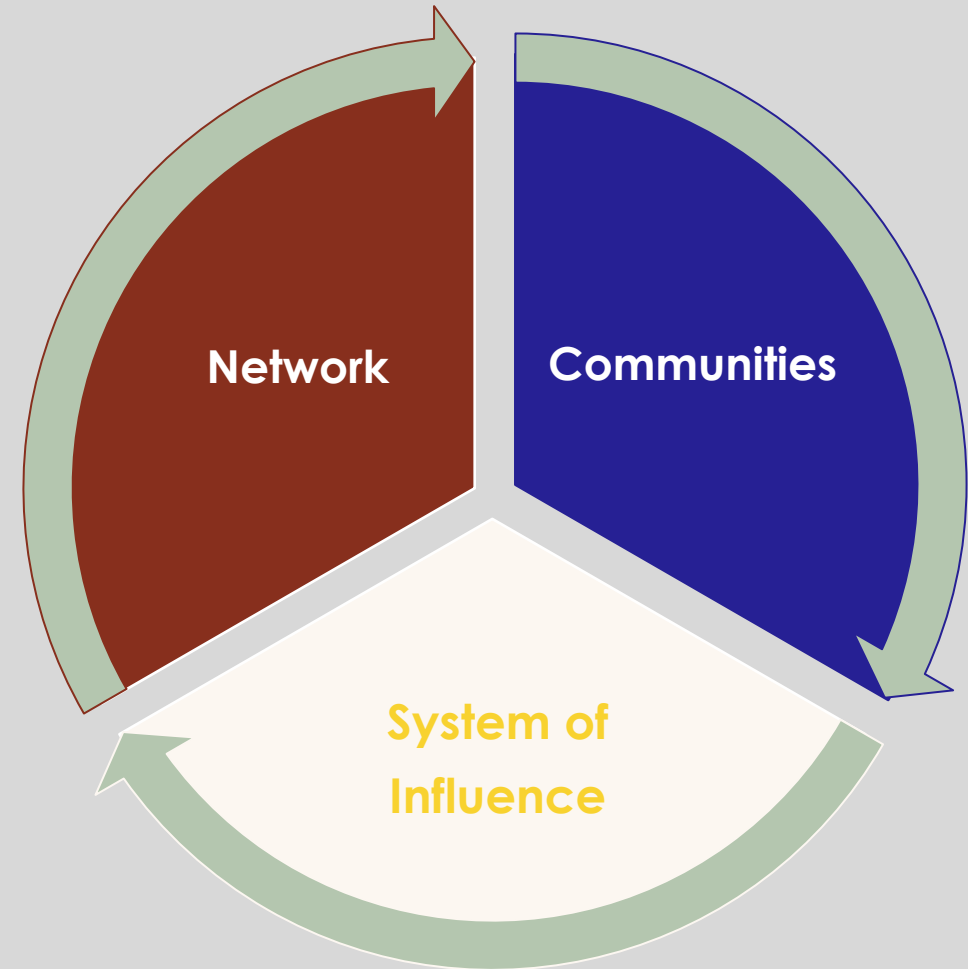
Two or more adjoining
neighborhoods which people,
groups, and organizations work together through
a process of participation to
accomplish a shared vision by building an
interdependent system to address
issues and opportunities.

Principles of Collaboration

1. Start with a unifying purpose.
2. Create, maintain, and revisit *Mission* and *Vision* statements.
3. Set measurable goals and objectives.
4. Set high expectations – expect **the best** from the people with whom you are working.
5. As a group, identify leaders for the collaboration who are open-minded, willing to share leadership, and empower others.
6. Show respect for members of the collaboration
7. Foster open and honest communication – remember that everyone needs to be heard.
8. Obtain feedback and evaluate the efforts of the collaboration.
9. Stick with it, persevere and support each other!
10. Celebrate success.

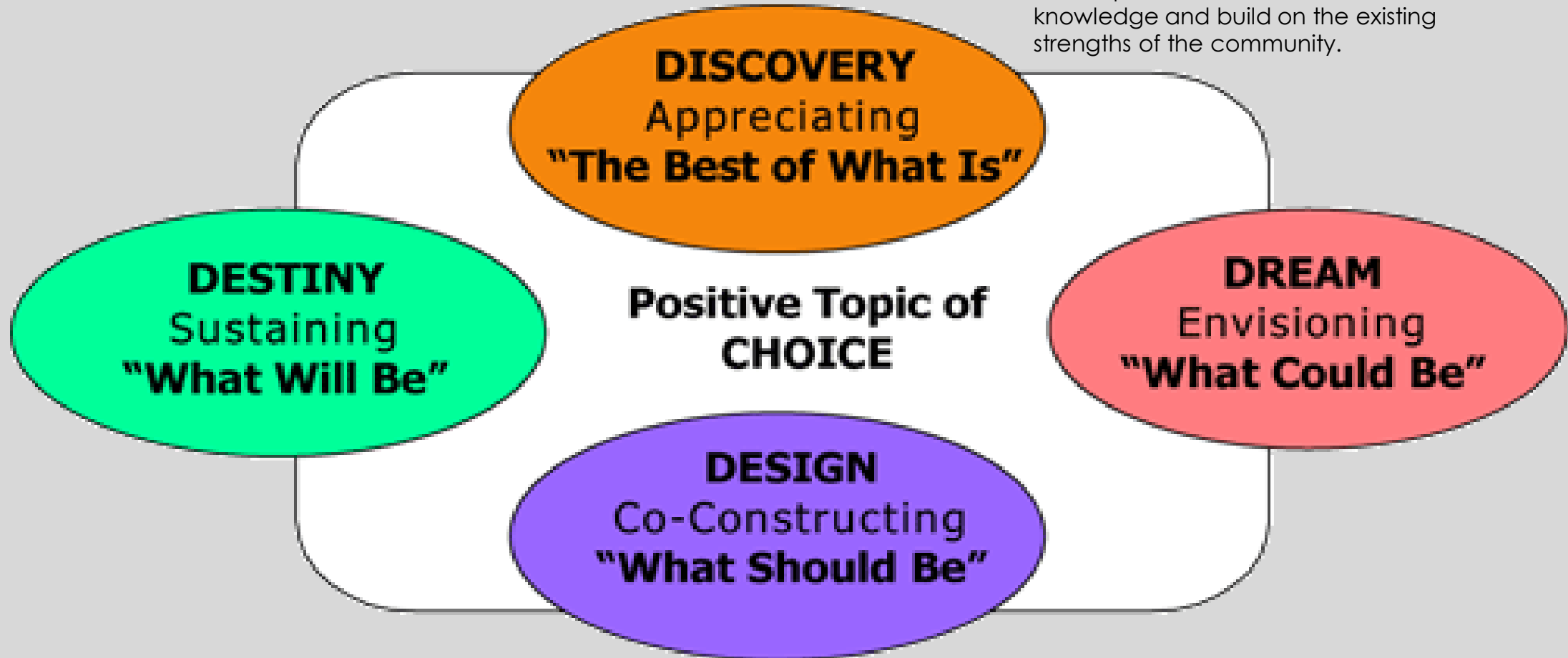
Emergence

Emergence is
how Life creates
radical change
and takes things
to scale



Community Cafe` Approach

Action plans result from the collective knowledge and build on the existing strengths of the community.



Addressing Illegal Dumping

Create a hotline telephone number for citizens to report illegal dumping and link it to a database for agencies to coordinate response

- improve customer service
- reduce duplication of agency response
- track illegal dumping data city-wide

Develop illegal dumping prevention and education outreach program

- increase property values and the environment impact awareness
- education on lawful waste disposal options
- create information about what to do if your property is “dumped on”

Benefits & Barriers of Collaboration

Benefits

1. Improved delivery of programming
2. Opportunities for professional development
3. Enhanced communication and information
4. Elevated use of community programs
5. Elimination of duplication
6. Increased availability of resources
7. Improved public image.

Barriers

- Turf issues and turf mentality
- Lack of staff or time to participate in the collaboration or lack of willingness to share existing resources
- Conflicts with organizational focus and priorities between the collaboration and its members
- Mistrust of other organizations
- Slowed decision making
- Position statements that are inconsistent with policies of individual coalition members
- Withdrawal of support as a result of outside pressures from individuals or groups
- Decreased levels of cooperation among collaborators during a crisis.

Communication Styles

Assertive

A style in which individuals clearly state their opinions and feelings, and firmly advocate for their rights and needs without violating the rights of others.

- ☐ states needs and wants clearly, appropriately, and respectfully
- ☐ express feelings clearly, appropriately, and respectfully
- ☐ use "I" statements
- ☐ communicate respect for others
- ☐ listen well without interrupting

Passive

A style in which individuals have developed a pattern of avoiding expressing their opinions or feelings, protecting their rights, and identifying and meeting their needs.

- ☐ fail to assert for themselves
- ☐ allow others to deliberately or inadvertently infringe on their rights
- ☐ fail to express their feelings, needs, or opinions
- ☐ tend to speak softly or apologetically
- ☐ exhibit poor eye contact and slumped body posture

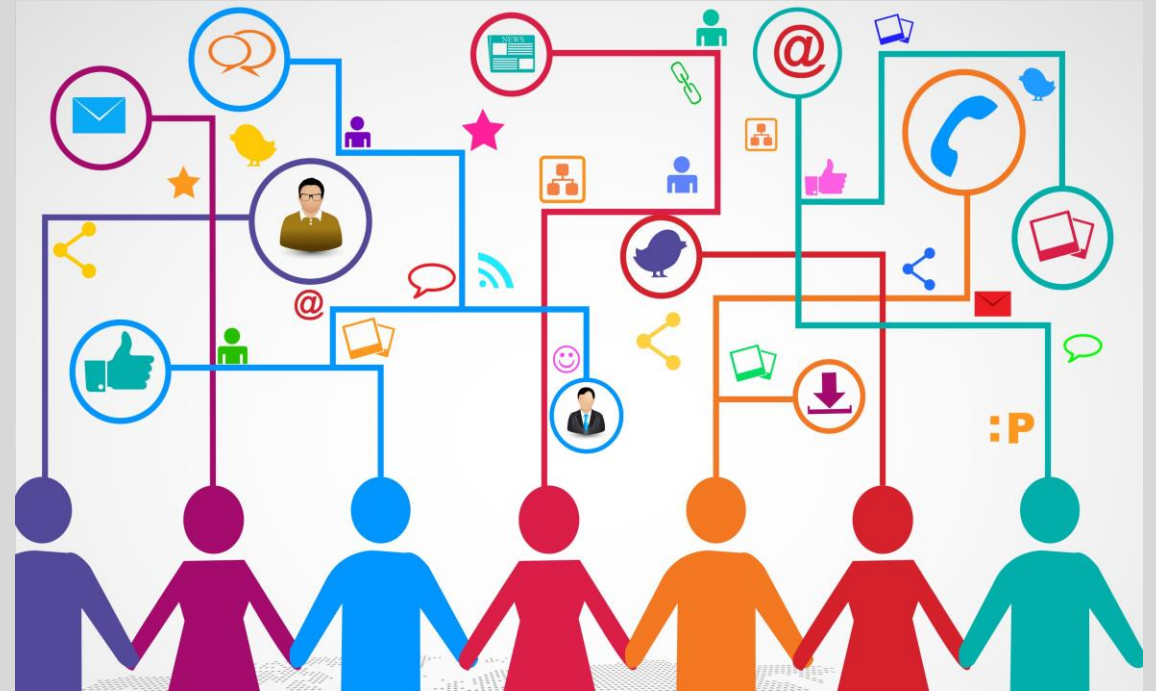
Aggressive

A style in which individuals express their feelings and opinions and advocate for their needs in a way that violates the rights of others. Aggressive communicators are verbally and/or physically abusive.

- ☐ use humiliation to control others
- ☐ criticize, blame, or attack others
- ☐ speaks and act demanding, rudely, and threateningly
- ☐ does not listen well and interrupts frequently
- ☐ use "you" statements

Communication Channels

A system or method that is used for communicating with other people.



Retrieved from: CHANNEL OF COMMUNICATION | definition in the Cambridge English Dictionary

Common Communication Channels

1. Face-to-face communication

2. Video conferencing

(Google Hangouts, WebEx, Zoom)

3. Phone calls

(FreeConferenceCall.com)

4. Emails

(Hotmail, Gmail, Yahoo)

5. Text messages

(EZ Texting, SMS-Magic)

6. Online messaging platforms

(Microsoft Teams, Podium Teamchat, Slack)

7. Social media

(FB, IG, TikTok, YouTube)

LET'S REVIEW

- As networks grow and transform into active, collaborative communities, we discover how life changes through emergence.
- The Community Café approach sparks leadership to develop meaningful dialogues necessary to strengthen families and communities.
- Communication channels are portals used to promote a message.
- Improve the flow of information and encourage collaboration within your neighborhood through multiple communication channels
- Be confident that your neighborhood association is meeting its resident's needs by crafting clear messages that are diverse and appropriate

Tools and Resources for Effective Communication

Article(s)

[emergence_wheatley_frieze.pdf](#)
[\(wisc.edu\)](#)

Books

Community the Structure of Belonging by Peter Block for more on convening to build community

The World Café: Changing the World One Conversation at a Time by Juanita Brown

Evaluation

[Theory of Change Outcome Map](#)

[Theory of Change Companion Notes](#)
[\(English\)](#)

Planning

State Agency Systems Collaboration at the Local Level: Gluing the Puzzle Together--The Staff Perspective

http://www.communityinclusion.org/article.php?article_id=123

The Community Café Approach: [CC Approach One pager\[55\].pdf](#)
[\(thecommunitycafe.org\)](#)

Technical Assistance

Computer Literacy Class, Tuesdays at 1PM:
Salvation Army, 2015 26th Avenue N, 35234