



CL NETWORK

LEAD · INSPIRE · ACHIEVE

## LEADERSHIP CURRICULUM

# The Matrix Way of Working

## 2-DAY In-Person Corporate Training Workshop

A matrix organization requires leaders and employees to coordinate across reporting lines to accomplish goals. All employees assume responsibility for their work and actively contribute in sharing information, solving issues and driving for results. A Matrix organization only succeeds if supported by a collaborative corporate culture. This collaborative culture is built on the open sharing of information, the development of respectful relationships and the growth of effective, informal networks.

The “Matrix Way of Working” requires employees to demonstrate empathy, exhibit a high level of accountability, communicate effectively, influence without authority and resolve conflicts in a constructive manner. All of these skills are imperative to build trust and create a highly empowered team. The “Matrix Way of Working” workshop focuses on the interpersonal skills and mindset required to build a collaborative culture.

### DAY ONE: Focus on Empathy and Communication

- “Challenges in working in a Matrix” – Ice breaker Activity
- Developing Empathy – Seeing it from the other Party’s point of view:
  - Identifying interests
  - Explore the Building Professional Connections Model
  - Personality Styles – impact on communication and strategies to adapt our message to build connections
  - MMP – Mirror, Match and Pace (how to build connections with our body language)
  - Discovery Skills - module to explore our ability to ask effective questions and to listen more actively
  - Beliefs and Values – understanding the other party’s motivations, needs and finding common ground
  - Shared Experiences - brainstorming activity on team building. How can your organization create a more collaborative team environment?

### DAY TWO: Focus on Influence, Collaboration, and a Win/Win Approach to Conflict Resolution

- “Follow me” – Ice Breaker exercise to demonstrate the power of influence
- The Six Principles of Persuasion – how to leverage these in a Matrix Organization
- Conflict Resolution
  - Distributive Approach (Power, Position, Time and Concessions)
  - Principled Approach (Finding a win/win solution by understanding the other party’s interests and creating options)
  - Challenge/Options/Recommendation approach to resolving conflict and empowering decision making
- Accountability and Challenging the “Blame Game”
  - Assume positive intent
  - Victim mentality
  - RACI model approach (Responsible, Accountable, Consult, Inform)
- Final team building activity to demonstrate collaboration and communication

CL Network will ensure that the workshop is interactive, fun, and highly engaging. Several learning activities are included in this workshop to challenge participants to work collaboratively to achieve outcomes. This workshop is ideal for companies that are struggling to shift employee mindset to a Matrix Way of Working.

Interested in elevating your team’s performance? Contact [cindy.novak@clnetwork.ca](mailto:cindy.novak@clnetwork.ca)