

The Three H Interaction Model

Improve the Effectiveness of Your Teams by
Establishing Strong Handshakes, Hand-Offs & Habits



BLUE-MARK
MANAGEMENT CONSULTANTS



Are Your Teams Experiencing Collaboration Challenges?

Is it hindering success? Are you struggling with how to make improvements?

Your organization's effectiveness hinges on the ability to operate as cohesive, collaborative partners and teams. Unfortunately, collaboration doesn't occur naturally; you must both design and enable it. As a leader, it is important to act on situations where team interactions become strained. It is equally important to design collaboration when new interactions are being established.

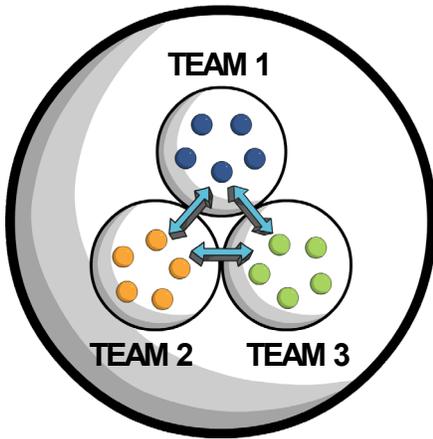
Reactive Approach: You are experiencing 'noise in the system.' Individuals are expressing frustration in getting work done. There is confusion on who is accountable, people are potentially finger-pointing that others aren't meeting their commitments, and folks aren't spending time together working through plans and issues. The situation may be complex, and the root cause not easily understood.

Proactive Approach: You have implemented important organizational changes that have created new teams—and therefore new interactions (internally and externally). Individuals are now required to collaborate under new 'rules of engagement.' The situation requires proactive design to build alignment of accountability, expectations, priorities and interactions.



BLUE-MARK'S THREE FOUNDATIONS OF EFFECTIVE INTERACTIONS

The effectiveness of team-to-team interactions and collaboration is directly related to following three dynamics:



HANDSHAKES

- Clarity on **accountability**
- Alignment on **authority**
- Alignment on **strategic direction**



HAND-OFFS

- Individual **skills and competency**
- **Transparency** and **alignment** on priorities and status
- Sufficient **capacity** to complete work



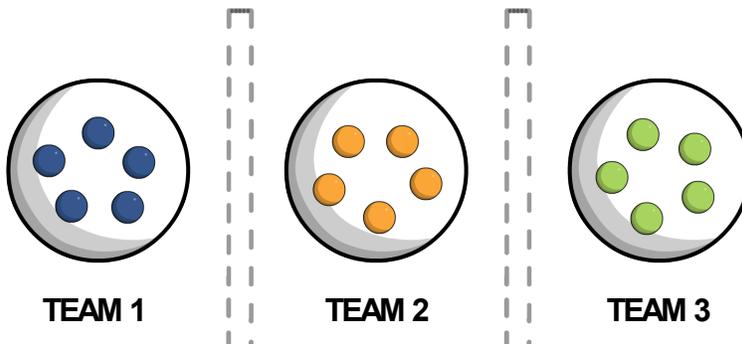
HABITS

- **Service Orientation**
- Team and individual **familiarity**
- Reinforcement of **appropriate behaviors**

VS

INEFFECTIVE TEAM INTERACTIONS

Teams that execute their tasks in isolation of their colleagues and partners can result in business problems such as:



- ✗ Increased Cost
- ✗ Disconnected Silos
- ✗ Re-work
- ✗ Frustrations
- ✗ Time to Market
- ✗ Lost Revenue

Employ Blue-Mark's **Three H Interaction Model** to create and/or narrow-in on the team dynamics you want to address and reinforce.

The foundation of effective collaboration is defining and aligning on your handshakes (accountabilities, authority and direction); understanding and enabling quality hand-offs (skills, priorities and the capacity); and reinforcing collaborative habits (service orientation, familiarity and appropriate behaviours).

These dynamics directly contribute to effective collaboration:

1)HANDSHAKES - Your handshakes outline why and where you need to interact. Different groups have different mandates and accountabilities, but no team can execute alone.

2)HAND-OFFS - Sufficient skills, capacity and alignment on priorities and status enables consistency of interaction and ultimately builds confidence in the interaction.

3)HABITS - Consistent and structured communication, together with increased familiarity, sustains the relationship when challenges arise.



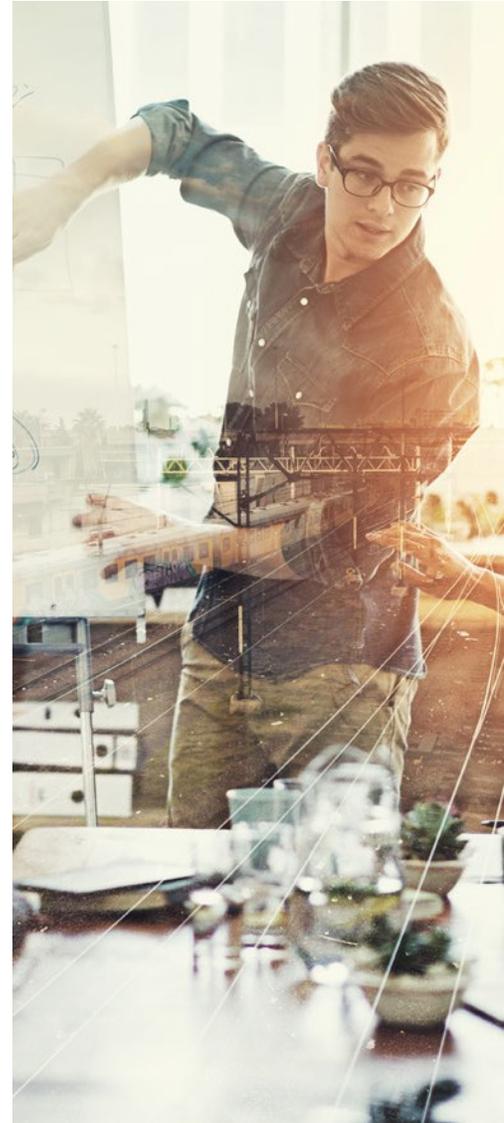


Engage to Hit your Mark!

If you're going to improve or establish quality effective collaboration, you need to engage those who need collaborating. You need their insights, engagement and recommendations. Blue-Mark's method is to actively engage and gather individual and team insights through interviews, focus groups and workshops. We believe that the people who do the work need to build the solutions.

At Blue-Mark we leverage the Three H Interaction Model to assist leaders to proactively design, build and sustain effective interactions. As well as, to explore, diagnose and identify the root cause of current issues.

[Click here](#) to learn how Blue-Mark can improve you team interactions by building effective organizational structures and collaboration that propels your business towards its goals.



Additional Support: Change Management

If you are proactively implementing change you may also want to know how to help your team transition smoothly through the change. Download the free eBook, [How to Help Your Team Readily and Effectively Adopt Change](#), and see how you can make your personnel a priority at every stage of the change process.