

# Innovation & Collaboration TRAINING 2011

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## Overview

There are many myths that have built up around innovation; what it is, why it's useful and what types of people are innovative. One of the biggest barriers that we face is overcoming the perception that innovation is fun and engaging but that it doesn't deliver any tangible business results.

It is now recognised that Innovation is a key driver of business performance; the outcomes of innovative thinking always impacts on your customers, their purchasing decisions and channels to market.

A lot of everyday 'innovation' is based on finding better ways of working together, communicating effectively and getting things done. Innovation effectiveness can be increased by making innovation part of business as usual and by developing a culture and climate of innovative thinking, working and doing.

This workshop is about using innovation practices, tools and techniques to develop and deliver targeted, effective and measurable innovation initiatives every time; by using team work and collaboration to increase your ability to deliver projects that are more time and cost effective.

## Topics Covered

### > DAY ONE: Innovation is a team sport!

Develop a better understanding of ourselves and others and use this knowledge to build more effective and innovative project teams.



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### **Innovation and Communication;**

- Understand the difference between imagination, creativity and innovation
- Identify ways that we can collaborate and communicate more effectively
- Discuss different communication techniques and styles and how these effect our ability to deliver on innovation initiatives (mental models, complex systems and modes of thinking)
- Identify our own style of working (through Belbin Team Role Profiling)
- Utilise this information to work together better, form more effective project teams and recognise skill gaps
- Discuss the innovation process, what it is and how we can use it to deliver better results
- Learn to use the innovation processes to more effectively harness ideas and opportunities

### **> DAY TWO: Solve real life problems and issues.**

Over come a real life scenario / problem by using the innovation process to; identify problems and opportunities, generate and select ideas and develop and assess solutions.

### **Identify Problems and Opportunities;**

- Identify key barriers to delivering successful innovation projects
- Understand the importance of identifying the 'right' problem to be solved
- Identify and select one or two key problems or issues to be solved
- Identify the root cause of these problems or issues
- Develop a clear definition (a problem question or statement), as a team, that adequately describes each problem or issue that you need to overcome.



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### **Generate and Select Ideas;**

- Understand the collective power of team work and collaboration
- Learn structured brainstorming techniques and other divergent thinking tools to increase the number of ideas generated
- Group or map ideas against a meaningful frameworks and themes
- Understand how you can use idea generation techniques to generate valuable team ideas

### **Develop and Assess Solutions;**

- Discuss current methods of assessment and issues around developing assessment criteria
- Use convergent thinking tools to assess and evaluate ideas and opportunities
- Learn to change and adjust the criteria to ensure relevance to current projects
- Select ideas for further development and assessment
- Discuss how to use all of these tools and techniques effectively in your everyday work environment
- Develop a plan for further development and identify next steps

### **Who Should Attend**

Anyone interested in using innovation to improve their performance either as an individual, as a team or as an organisation.

This workshop targets a wide range of people, from CEO's, general managers, team leaders, project managers and administrators and call centre staff and covers all industry groups, both public and private sector.

This workshop can also be run offsite for a team or specific organisation; focusing on a specific organisational problem or issue that needs to be solved



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## Outcomes

Learn to;

- Think and work in an innovative and collaborative way with other people
- Use innovation techniques everyday to challenge assumptions and provide different perspectives to add value
- Drive better results from your projects by utilizing your people and teams to maximise your performance
- Identify the root cause of critical problems and issues that need to be solved
- Generate and develop ideas to overcome problems and issues
- Assess and evaluate ideas in order to select the 'best' ideas for development and implementation
- Increase your individual and business performance through innovation
- Identify next steps and create a plan for the future

## What Participants Say

"The training that Louise has provided has been an essential part of the innovation programme being implemented by North Shore City council for the purpose of identifying opportunities for improvement, achieving better solutions to problems or projects and incorporating innovation into the everyday business of council. The courses have been found to be of great interest and value to all areas of council and also to a number of key professional service providers to council."

**Dave Woods, North Shore City Council, Waste Water Networks Manager**



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