

Collaborating to Win and Defeating the Status Quo

**Colorado State Court
Administrator's Office**

**Bill Delisio,
Manager, Court Services
Family Unit**

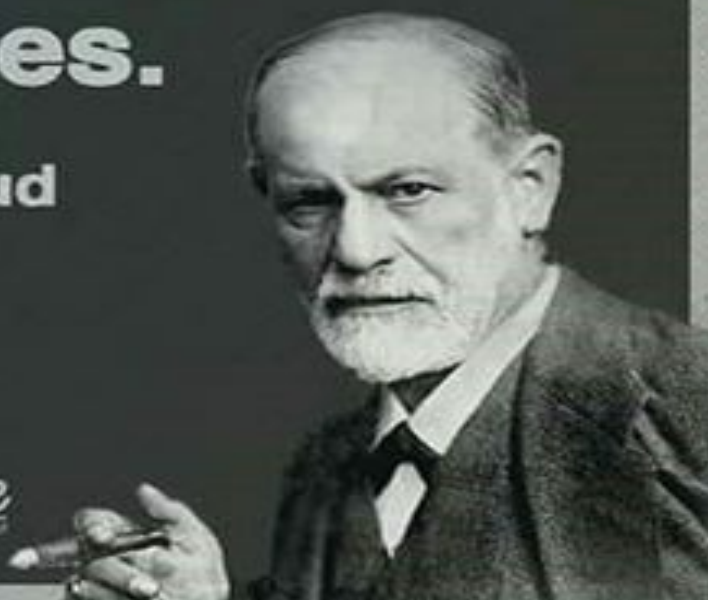
**Kennetha Julien,
Child Support Services
Coordinator**



**Before you diagnose
yourself with depression
or low self-esteem,
first make sure that
you are not, in fact,
just surrounded
by assholes.**

Sigmund Freud

Intelligence
COM



**True or False: Attendees of WICSEC conference
never defend the status quo or criticize
collaboration!**



True or False: WICSEC attendees want to collaborate and want to improve systems because WICSEC attendees are effective collaborators!



**True or False: Winners are professionals that
never lose!**

**IF YOU NEED ME, ILL BE
OVER HERE**



WINNING!

The Nuggets & Pearls

- 1. The soft skills for winning & daring greatly: Emotional intelligence, self-management and growth mindset**
- 2. Daring greatly and applying the soft skills for winning: Framework for systems change, levels of complexity and action systems**
- 3. The infrastructure for winning: Effective action systems, governance structure, clarifying expectations and defining roles**

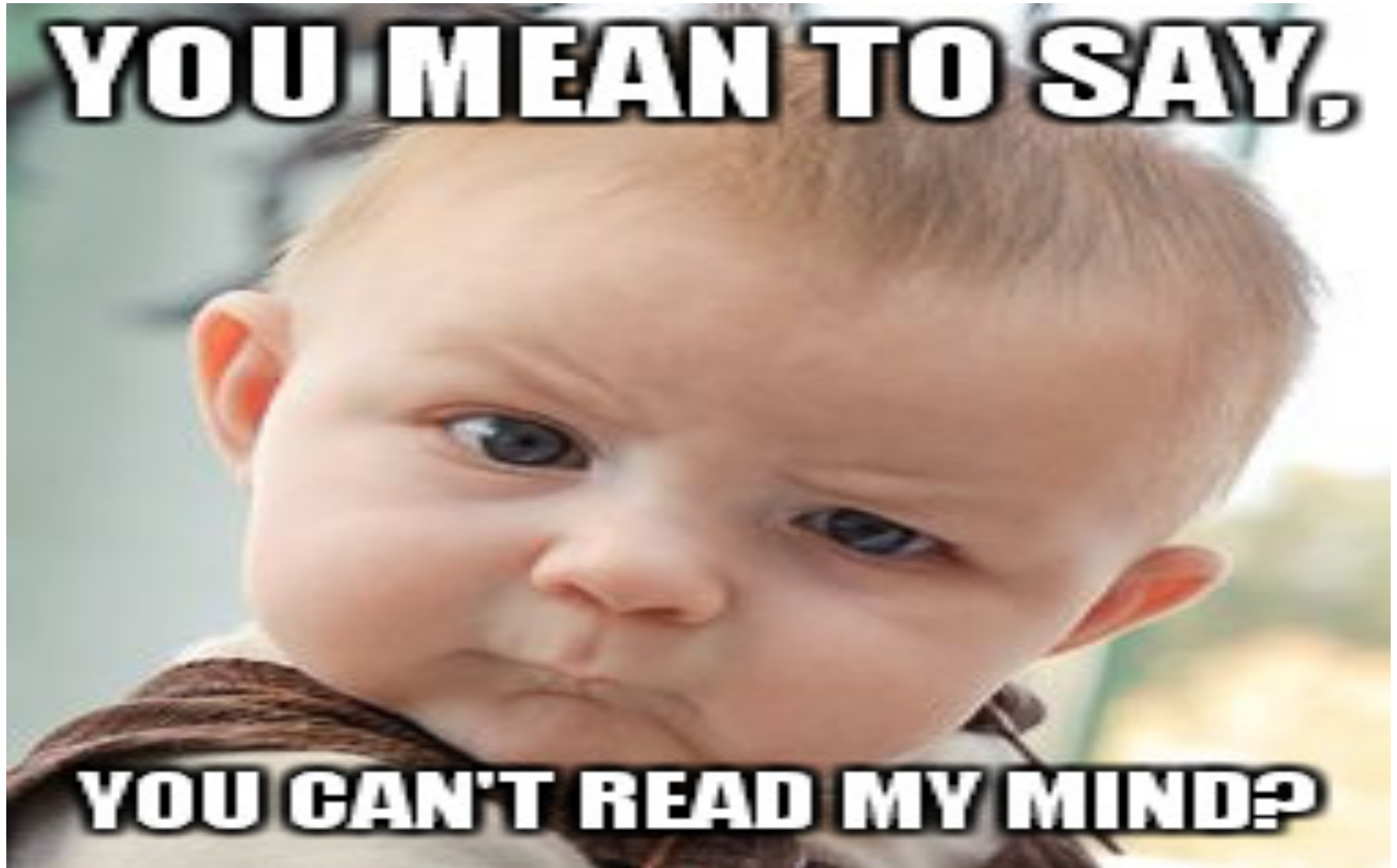


Self-management, emotional intelligence, and growth mindset

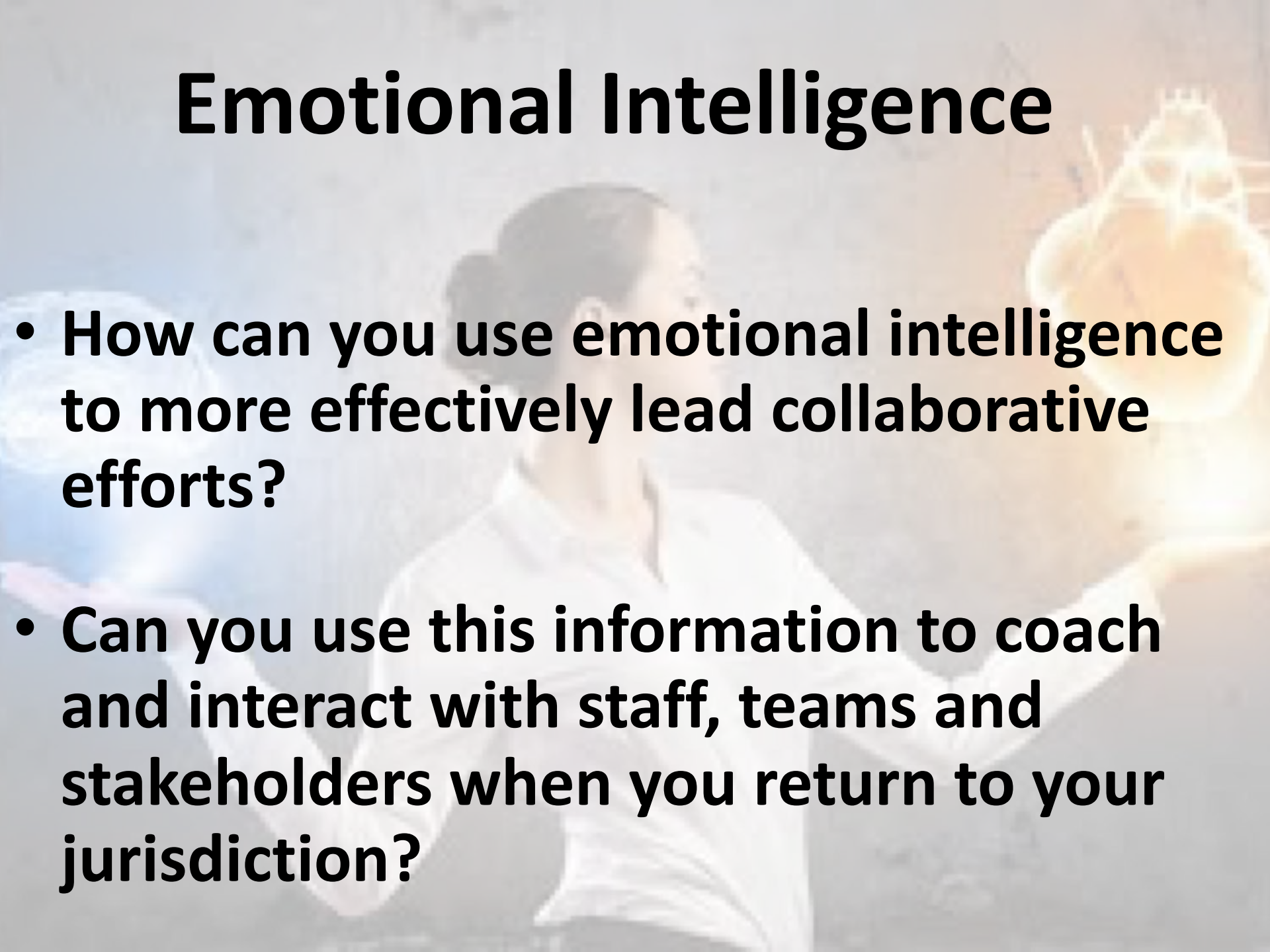
Learning Objective #1

Daring Greatly: Soft Skills for Winning

True or False: Mind reading is the primary sign of effective emotional intelligence?



Emotional Intelligence

A woman with dark hair tied back, wearing a white button-down shirt, is shown from the chest up. She is gesturing with both hands, palms facing outwards, as if explaining something. The background is a soft-focus image of a person's head with a glowing, stylized brain graphic on the right side, suggesting a focus on mental or emotional processes.

- **How can you use emotional intelligence to more effectively lead collaborative efforts?**
- **Can you use this information to coach and interact with staff, teams and stakeholders when you return to your jurisdiction?**

A Winning Mindset: How many of you are familiar with the research on fixed and growth mindsets and the work of Dr. Carol Dweck?

Trevor Ragan: <https://www.youtube.com/watch?v=75GFzikmRY0>



FIXED MINDSET

MINDSET

CHARACTERISTICS

GROWTH MINDSET

SKILLS ARE BORN
YOU CAN'T LEARN & GROW

PERFORMANCE & OUTCOMES
NOT LOOKING BAD

BELIEFS

FOCUS

SKILLS ARE BUILT
YOU CAN LEARN & GROW

THE PROCESS
GETTING BETTER

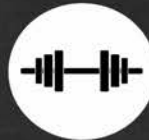
KEYS TO GROWTH

NOT NECESSARY
NOT USEFUL

BACK DOWN & AVOID
FRAME AS A THREAT

HATE THEM & GET DISCOURAGED
TRY TO AVOID MAKING THEM

NOT HELPFUL
GET DEFENSIVE & TAKE PERSONALLY



EFFORT



CHALLENGES



MISTAKES



FEEDBACK

USEFUL
WILL LEAD TO GROWTH

EMBRACE & PERSEVERE
FRAME AS AN OPPORTUNITY

USE THEM TO LEARN
TREAT THEM AS OPPORTUNITIES

USEFUL INFORMATION
APPRECIATE IT & USE IT TO GROW

A background image showing an elderly couple. The man, on the left, is wearing a brown cardigan over a blue and white checkered shirt. He is pointing at a tablet computer. The woman, on the right, is wearing a grey cardigan over a blue and white checkered shirt. She is holding a glass of orange juice. The tablet screen shows a Windows operating system interface with various application icons.

**Are these people part of
your collaborative effort?**

Laggards

16%

- <https://www.interaction-design.org/literature/article/understanding-early-adopters-and-customer-adoption-patterns>

**Are these people part of your
collaborative effort?**

LATE

MAJORITY

34%

EARLY

MAJORITY

34%

<https://www.interaction-design.org/literature/article/understanding-early-adopters-and-customer-adoption-patterns>

**Are these people part of
your collaborative effort?**

**EARLY
ADOPTERS**

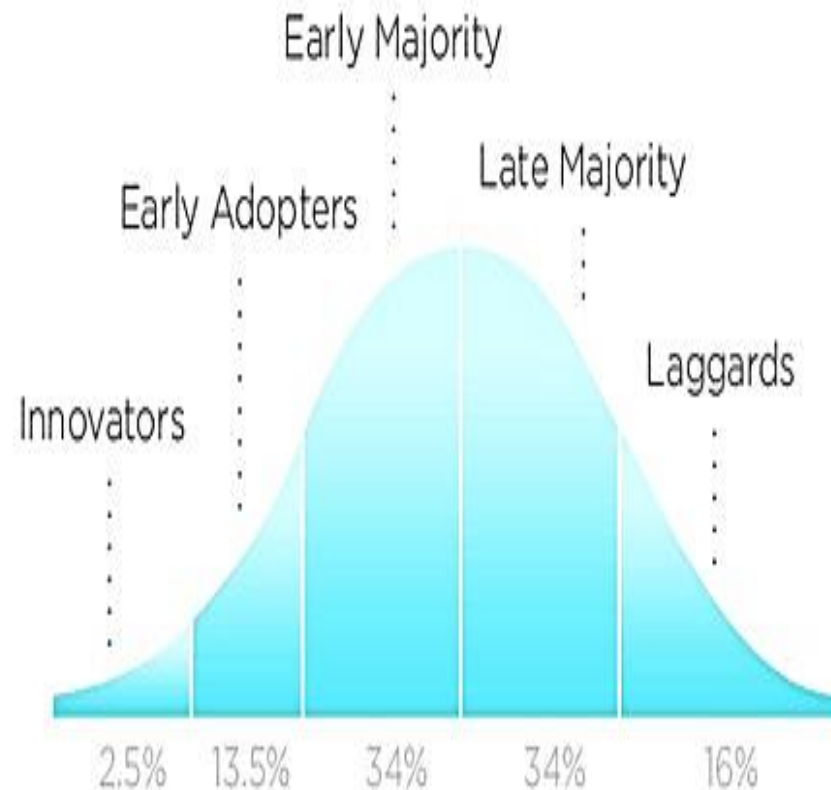
13.5%

INNOVATORS

2.5%

<https://www.interaction-design.org/literature/article/understanding-early-adopters-and-customer-adoption-patterns>

True or False: In 2018 only Laggards implement 2 Gen in Colorado



INNOVATION ADOPTION LIFECYCLE



2 GEN Approach

- 2Gen approaches seek to address the needs of vulnerable families by attending to both child-focused and parent – focused services
- In addition to economic benefits, better child support enforcement is associated with better school attendance, higher test scores, and improved cognitive outcomes for children

WHERE is 2 GEN Today?

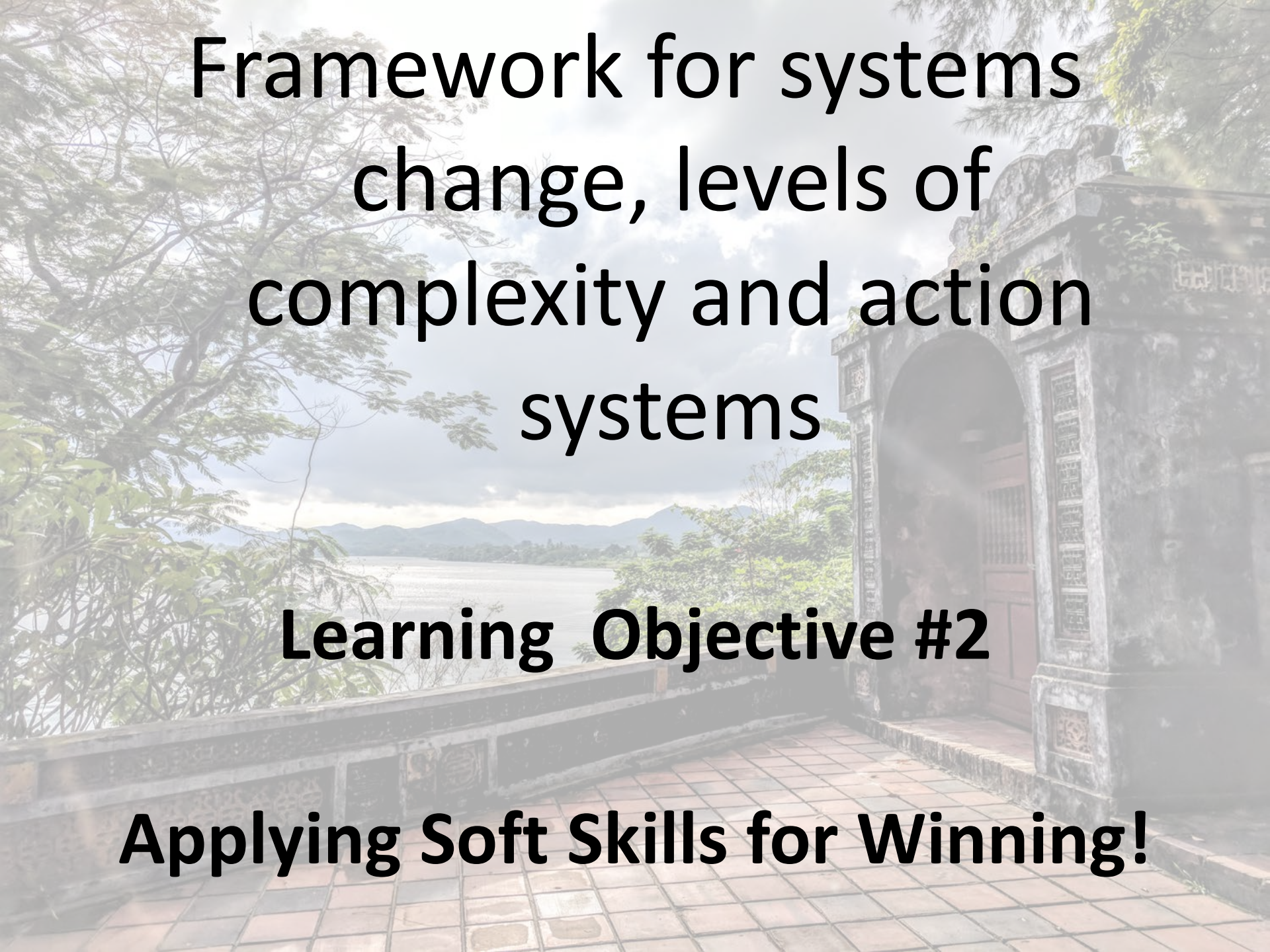
- Grants**
- Programs**
- Outcomes**

What stage of the innovation cycle is 2 GEN in now?

- Phase 1 Complete
- Findings included:
 - All participants (Staff and NCPs) recognized that honest answers were absolutely needed and to get that there needs to be trust and rapport building between staff and NCPs
 - Staff felt this tool will help them determine willingness to pay which better enables use of time and resources

Roles in Your Action System

- 1. Task Leader (Decision Maker/Action Skills?)**
- 2. Expert (Offers Knowledge and action skills with what type of Mindset?)**
- 3. Relationship (Emotional Intelligence, lessens tension and increases group cohesiveness)**
- 4. Dissenter (Defender of Status Quo or challenges conformist thinking)**

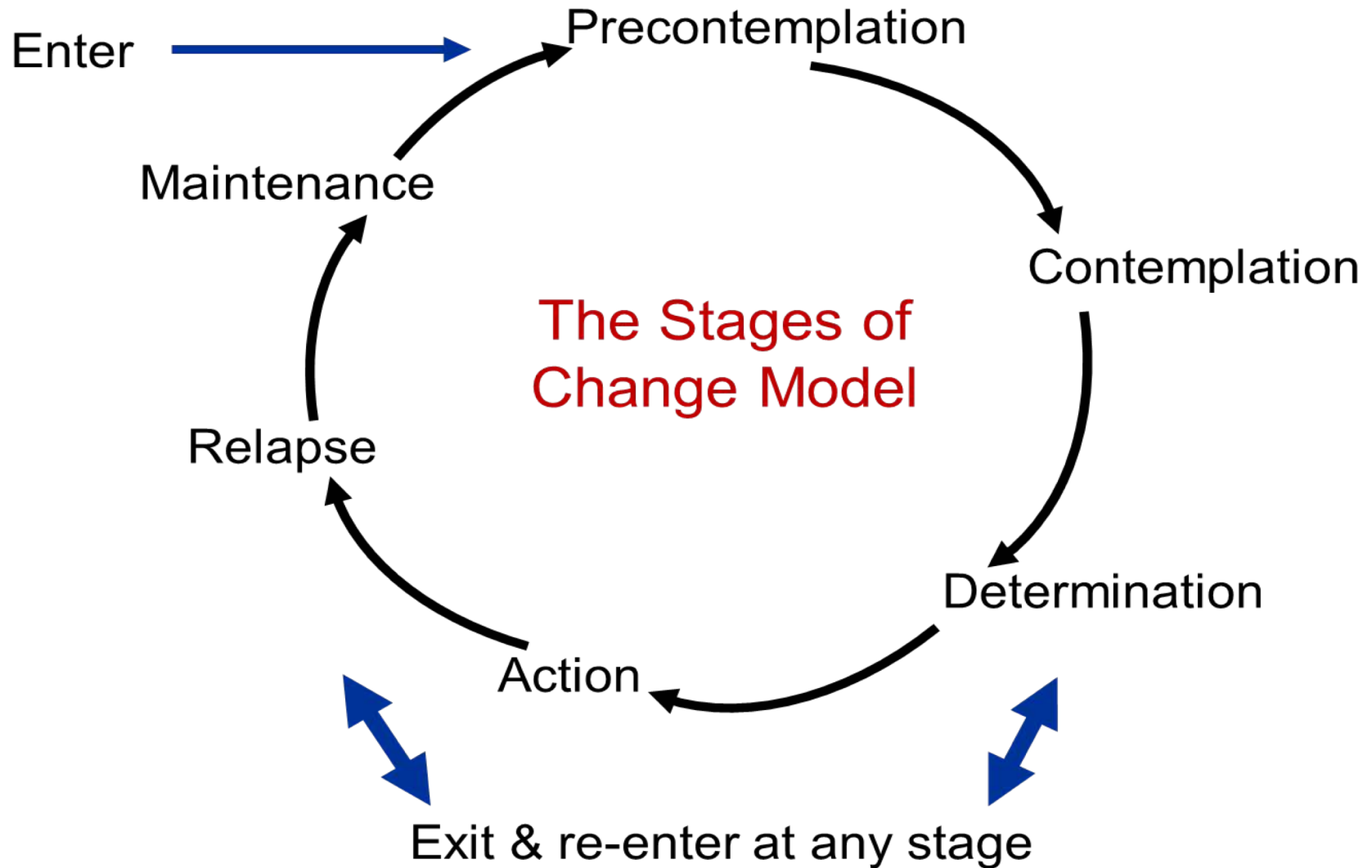


Framework for systems change, levels of complexity and action systems

Learning Objective #2

Applying Soft Skills for Winning!

“Behavior Modification”

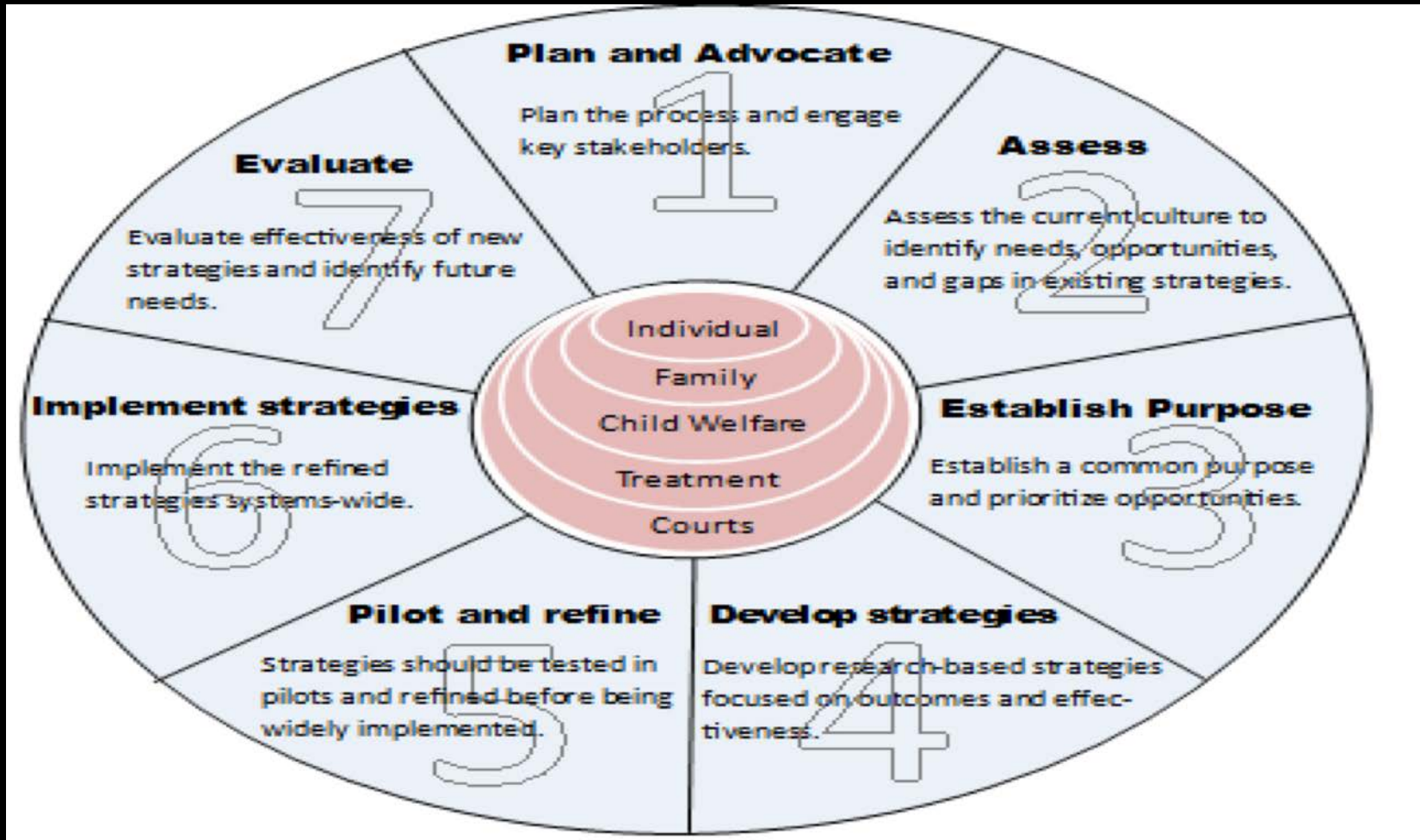


Challenging the Status Quo

“Behavior Modification Response Reform B-MRR Project”

- Is changing the way you approach behavior modification going to be an academic contest or a persuasion game?
- Can you lose the ability to effectively persuade with the right answers and science?
- How do facts and emotions play into changing the way behavior modification is approached?
- When leading collaborative efforts how do you consider the levels of complexity involved with work?

FRAMEWORK FOR SYSTEMS CHANGE



Graphic adapted from the Center for Health and Safety Culture at Montana State University

A large, multi-layered chocolate cake with white cream filling and frosting. Several lit candles are on top, and the cake is dusted with brown powder. The text "Simple Problems" is overlaid in a large, black, sans-serif font.

Simple Problems

- <https://hbr.org/2007/11/a-leaders-framework-for-decision-making> (David J. Snowden & Mary E. Bone, Harvard Business Review, November 2007).

B-MRRR Project

QTR 1 of 48

2-15-07 © 2007 Scott Adams, Inc./Dist. by UFS, Inc.



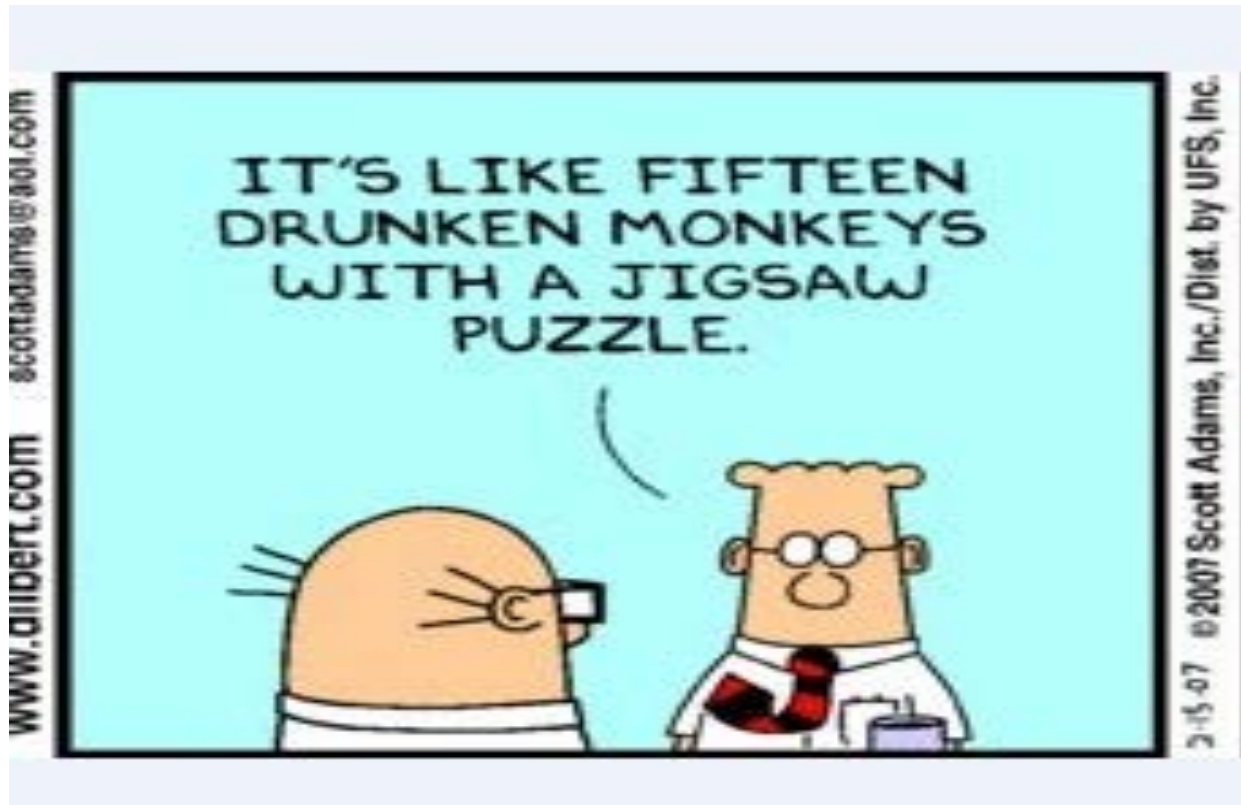
A photograph of a Space Shuttle Columbia launching, with a large plume of white smoke and orange fire at the base. The shuttle is ascending vertically against a clear blue sky.

Complicated Problems

- <https://hbr.org/2007/11/a-leaders-framework-for-decision-making> (David J. Snowden & Mary E. Bone, Harvard Business Review, November 2007).

B-MRRR Project

QTR 3 of 48



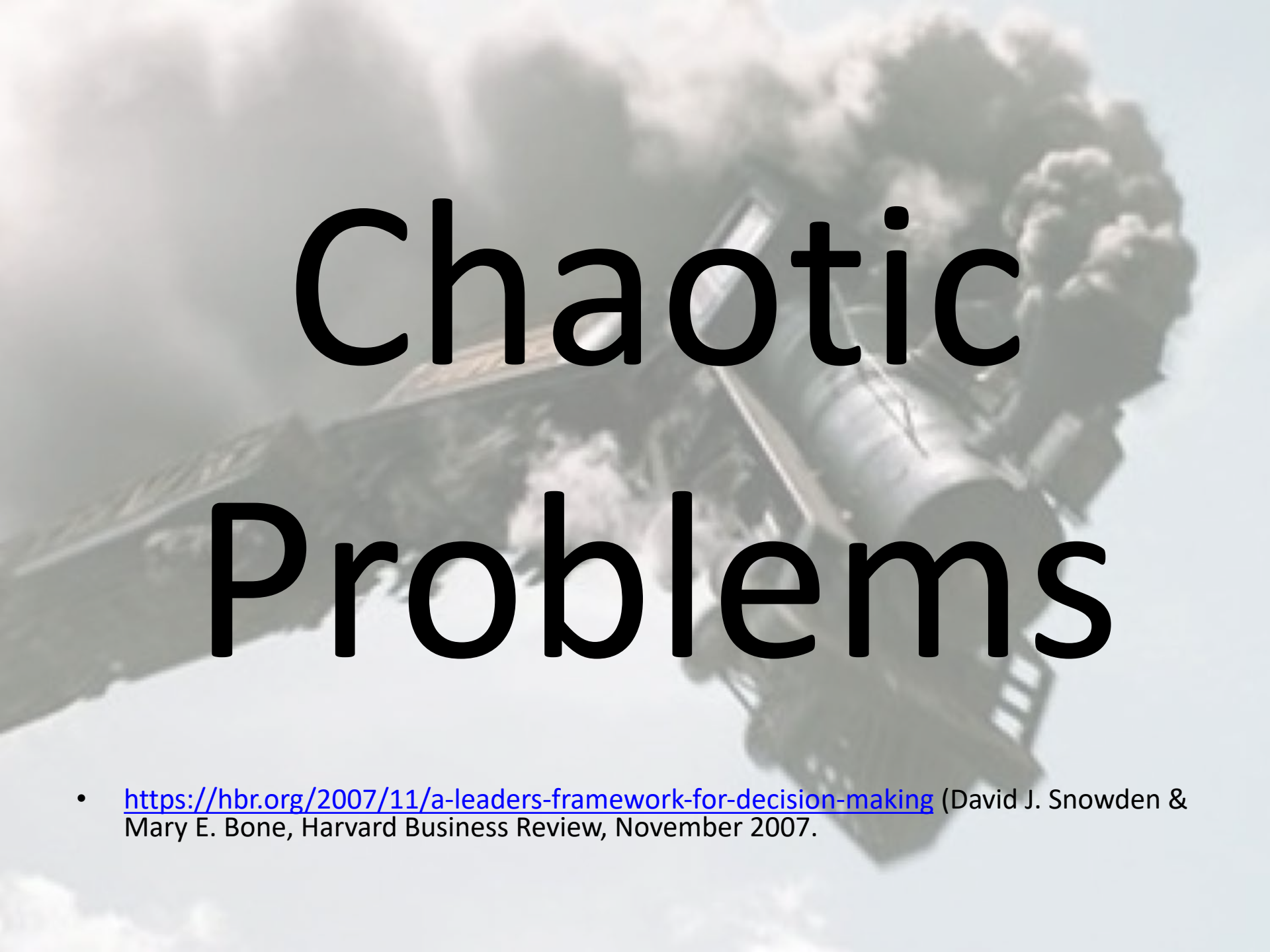
Complex Problems

<https://hbr.org/2007/11/a-leaders-framework-for-decision-making> (David J. Snowden & Mary E. Bone, Harvard Business Review, November 2007).

B-MRRR Project

QTR 8 of 48



A background image of a space shuttle launch, showing the shuttle ascending with a large plume of smoke and fire from its engines. The shuttle is angled upwards, and the smoke is billowing out to the right.

Chaotic Problems

- <https://hbr.org/2007/11/a-leaders-framework-for-decision-making> (David J. Snowden & Mary E. Bone, Harvard Business Review, November 2007).

Simple, Complicated, Complex and Chaotic Problems

When engaged in a collaborative effort and systems reform with justice, community and external partners what type of context are you regularly operating in?

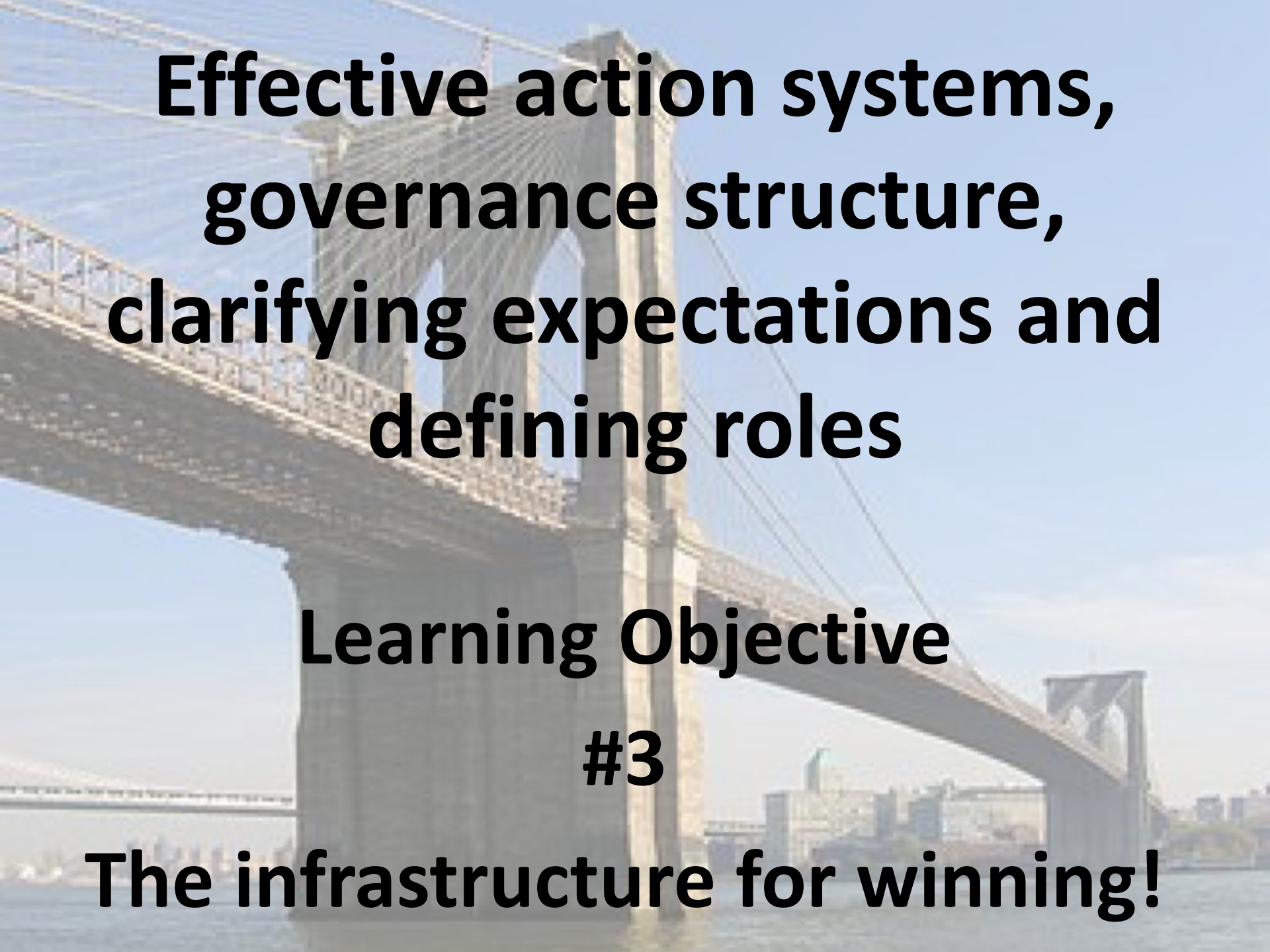
True or False: Systems reform and collaboration causes your action system to feel like Dilbert!



2024: B-MRR is a National Model

- 1. Task Leader – Decision Making and Action Skills**
- 2. Expert – Offers knowledge and action skills**
- 3. Relationship (Ei) – Helps maintain the group cohesiveness, lessens tension and encourages participation by all group members**
- 4. Dissenter – Challenges conformist thinking, but no disruptive (Not a Defender of the Status Quo)**

A Training Manual for Community Organizers, Jules Mondschein



**Effective action systems,
governance structure,
clarifying expectations and
defining roles**

**Learning Objective
#3**

The infrastructure for winning!

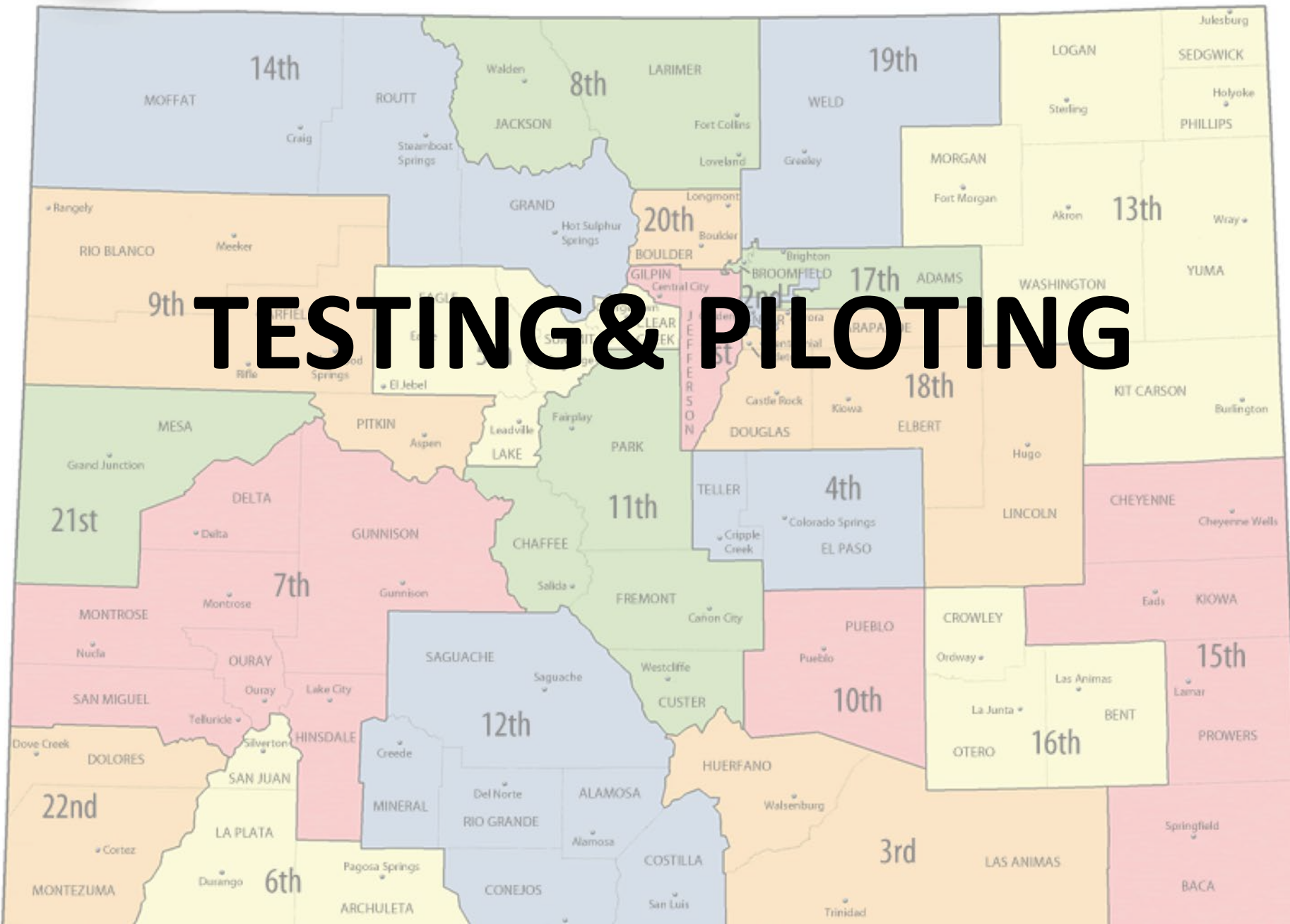
2 GEN Structure

- Develop a 2Gen Family Resource Assessment
- Classify case type to determine and prioritize barriers to payment
- Assist with resources to overcome those barriers
 - Defining authority and purpose
 - Establishing a written charge
 - Setting forth organizational structure and decision making responsibilities
 - Frequency and purpose of meetings



COLORADO JUDICIAL DISTRICTS

TESTING & PILOTING



Ages **4+**

Fisher-Price

**Now your
kids can
suffer just
like you!**

Grab your latte and
get ready to join the
conference call that
never ends! From the
hold music to the
endless circular
conversation, the Soul-
Crushing Meeting
Playset will keep your
kids busy for hours!

Comes with:
Conference Phone
Conference Table
4 Chairs
4 Coffee Cups

Fisher-Price



adam.the.creator

Soul-Crushing Meeting™

Conference Phone
Conference Table
4 Chairs
4 Coffee Cups



MADE WITH MÖMUS

Wrap Up

- One thing you will do differently when collaborating in the future?
- Something you want to share about collaboration that was not discussed?

A young boy with brown hair, wearing glasses, a light blue button-down shirt, a red bow tie, and dark suspenders, is giving a thumbs up with his right hand. To his right is a large, ornate gold trophy with two handles, sitting on a dark base. The background is a plain, light gray wall.

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