You Can’t Tear Down Silos
Management Essentials

Best Care EAP Can Help!
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“You can’t tear down silos, but you can connect them.”
– Anonymous

Introduction

Whether you call them silos, tribes, or fiefdoms, they can chew up physical and emotional energy that distracts people from their jobs, wastes resources, disconnects people and stops the flow of information, severely weakening your organization’s ability to compete.

Group Discussion

Directions

Get together with a partner and discuss the following questions. Please be prepared to share the results of your conversations with the rest of the participants.

• How many and what kind of silos exist in your organization?
• What has been their effect – positive and negative – on the organization’s efforts to achieve its mission?

Strategies for Connecting Silos

• Understand why silos exist.
• Do your homework – become a silo expert.
• Create a clear and compelling cause.
• Never burn bridges!
• In the face of “drama,” step back.
• Get to “yes” fast by focusing on how silos have successfully collaborated in the past.
• Create small “wins” for the organization that the various silos can take credit for.
• Promote regular meetings between department heads.
You Can’t Tear Down Silos

- Encourage people of different silos to socialize outside of work.
- Recognize, reward, and celebrate collaborative behavior.
- Make innovation a priority.
- Encourage everyone to become a “junction box” of knowledge.
- Learn to think systemically.
- “Walk a Mile” in each other’s shoes.
- Ask your internal customers the “tough questions.”
- Let your external customers weigh in, too.
- Keep your promises.

Group Discussion

Directions

Pick three of the above strategies that you would commit to implementing. Please be prepared to share your choices with the rest of the participants.

I commit to implementing the following three strategies to help you improve collaboration between the silos making up my organization:

1. 

2. 

3.

Additional Resources to Help You Connect Silos/Tribes

- *The speed of trust: The one thing that changes everything* by Covey
- *Getting to yes: Negotiating agreement without giving in* by Fisher, Ury, and Patton
- *Office politics: Positive results from fair practices* by Luhn-Wolfe
- *The complete guide to conflict resolution in the workplace* by Masters and Albright
- *50 Quick teambuilding exercises for busy managers and More quick teambuilding exercises for busy managers* by Miller
- *Crucial conversations: Tools for talking when stakes are high (2nd ed.)* by Patterson, Grenny, McMillan, and Switzler
- *Difficult conversations: How to discuss what matters most* by Stone, Patton, and Heen.
- *Radical Collaboration* by Tamm and Luyet
**Best Care Webinar Evaluation**

Program Title:  
Your Employer:  
Date:  
Facilitator:  

Thank you for participating in today’s webinar. Please share your impressions below and then fax to Best Care EAP at (402) 354-8046 or scan and email to EAP@BestCareEAP.org.

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<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Somewhat Disagree</th>
<th>Neutral</th>
<th>Somewhat Agree</th>
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<tbody>
<tr>
<td>1. The material covered in this program will benefit me personally and/or professionally.</td>
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<td>2. The facilitator was knowledgeable and effective and used clear examples.</td>
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<td>3. I plan to apply what I learned.</td>
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<td>4. Best Care EAP’s services and benefits were reviewed.</td>
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<td>5. I would recommend this training to coworkers/colleagues.</td>
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<td>6. What was particularly helpful about the training?</td>
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<td>7. What would you recommend changing about the training?</td>
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<td>8. If you would like to receive email updates about ongoing Best Care training opportunities, please give us your work email address:</td>
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