

SILO BUSTING 101: BREAKING DOWN BARRIERS BETWEEN DIFFERENT BUSINESS GROUPS

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WHAT SILOS ARE THERE?

Silos are inevitable, especially in any large organization, and each department strives to be efficient and focus on their tasks in the client's service. On the other hand, silos can become an obstacle to producing firm-wide results when it comes to transparency and working together.

"Our firm has multiple Silos that [are] all working on behalf of the client and we have just recently started meeting together every other week to see how we can help each other."

"We have lots of departments and lots of ongoing projects- definitely hard to know who is doing what at all times- tech, PAs, LPM, billing."

"I see silos all the time because groups often do only look at the benefit of their department as opposed to firm wide benefits!"

- "Absolutely, and figuring out how to change this mindset is... a challenge, to say the least."

KEEPING IN SYNCH

It would help if you reached out to other teams to keep up-to-date and synced. This could be scheduled check-ins.

"It takes work! Unless there are processes in place, set up meetings, share what you are doing, ask for input. All great methods if you don't have standing exchange channels in place!"

"I've reached out and made friends with people on other teams and we share info back and forth. We're also working on a more formalized monthly lunch meeting to just talk about what each team is doing."

"We have a check-in call between department heads every other week at 1:15 on Thursday anyone who can attend jumps on and we go around the room."

SILO BUSTING TECHNIQUES

"Once you have identified silos, don't create any more, then move to break down existing ones by lots of communication and showing what the results could be... unfortunately no magic wand!"

"Working one-on-one/in small groups, show the value of what you do/why it is important, and actually listen to what the [other] person is saying. If you help them, they will be more open to share."

"Speak up, share and listen. Think 3 Musketeers All for One and One For All."

COLLABORATION BLOCKERS

There are a few things preventing people from collaborating with different groups. Some people are just too busy, some are afraid it will take away from their work and processes, and a few are worried others could take credit for their work.

"Some groups are worried about diluting their data with other group's input because they are looking for different outcomes. In the end, agreeing on a common taxonomy and purpose with benefit everybody!"

- "Getting people to agree on a common taxonomy or purpose feels like an impossible task at times, unfortunately."

"We found that a lot of people are worried that collaboration are concerned about a) mean that I'm getting replaced by someone, b) I don't have time, c) I like doing it my way, and/or d) they don't want to admit they don't have a defined process for something."

"It used to be and still is in some places where people are afraid of others taking credit for the work which then keeps things siloed."

BUY-IN AS THE HUB

"...if I can help solve a problem, even a minor one, for someone/a department it opens the door for more communication. Do a little research and come with a solution!"

"I found that the single one thing that gets buy-in is to show the potential for revenue increase or another business purpose!"

"I find that once people find out you have all the information, and can help give it to them (especially with cool data visualization) they realize they really want it as well and work with you for greater access."

"...Lawyers v. Staff. For staff it's all about making their job easier/more accessible. For lawyer's it's all about revenue generation/client optics. It's hard to balance both."

QUOTE OF THE DAY

"Be aware that you win trust in tea spoons and lose it by the bucket load."

FINAL THOUGHTS *"Be honest and be open with your co-workers and networks, sharing knowledge is power."*