Tool 3:
Critical Success Factors for Long-distance Collaboration

Efficiency

A **vision** that has been developed by all partners and is genuinely shared
Collaboration is **well managed** with clear role descriptions, accountabilities and regular health checks
There is dynamic / tailored / inclusive **communication** that mitigates against remoteness
There is **senior management understanding** of the particular challenges of collaborating remotely
Systems in place to support long-distance collaboration

Principles

All those involved have understood and acknowledged the **context and culture** in which they are each operating
The **expertise, skills and preferred ways of working** of each player are understood and incorporated consciously and constructively
Those involved are willing to be **flexible** whenever and wherever they can be and **clear** about their constraints, challenges and any non-negotiable matters
Long-distance collaboration processes are **understood and adhered to** by all those involved
Programmes of work **co-created** and implementation shared or undertaken on behalf of the wider group by agreement / mandate
Partners have a **genuine voice** at the table and every **contribution** is respected and acknowledged

Competencies

Individuals involved are willing to develop a long-distance **collaboration mind set**
Individuals involved work to understand remote partnering and build **remote partnering skills**
There is evidence of each individual's / organisation's **engagement** – including time allocated to clear and informed handovers to newcomers
Willingness to devote the time it takes to build and maintain trusting long-distance **relationships**

Results

The collaboration is highly **action / results oriented**
The programmes and projects are well adapted to different **contexts and cultures**
The collaboration is **maximising value** to each organisation / individual involved
With its wider reach, the remote collaboration is achieving greater **impact & influence**
A **sustainable programme** of work is in place as appropriate for each different context