Department & Organisation Needs

Action Steps

How will we gain or maintain the positive results from focusing on this left pole? What? Who? By When? Measures?

- Monthly monitor both departmental spending & of the whole organisation
- Recognise departmental contributions to the company
- Have each departments nominate a"Biggest Blunder" action monthly
- Include in department charters a section on spending authority based on need

Early Warnings

Measurable indicators (things you can count) that will let you know you are getting the downside of this left pole)

- Level about unequal treatment between departments
- Increase in complaints at weekly staff meetings that, "we do not know what is going on in other departments"
- Departments failing to meet service levels required by their internal customer departments
- Increase in unexpected department spending above budget

WE ALL THRIVE

Greater Purpose Statement (GPS) Why Leverage this Polarity?

Values = positive results from focusing on left pole

- 1. My department has the freedom to do its best work
- 2. My department makes a unique contribution to the organisation
- My department takes initiative when it makes sense

Values = positive results from focusing on right pole

- Departments in our organisation are treated equally
- Departments in our organisation work collaboratively with each other
- Departments work together in ways that gain synergies across the entire organisation

DEPARTMENT NEEDS

ORGANISATION NEEDS

Fears = negative results from over focusing on left pole to the neglect of right pole

- 1. Some departments in our organisation get special treatment
- 2. Departments in our organisation operate in silos
- 3. There is unhealthy competition between departments in our organisation

Fears = negative results from over focusing on right pole to the nealect of left pole

- 1. The organisation gets in the way of any department doing its best
- Our organisation discourages independent thinking in departments
- People sit back in our organisation & wait for someone else to act

Deeper Fear Resulting from a Failure to Leverage this Polarity?

Action Steps

How will we gain or maintain the positive results from focusing on this right pole? What? Who? By When? Measures?

- Monthly monitor both departmental spending & of the whole organisation
- Schedule interdepartmental meetings on a regular basis
- Create a process for addressing issues between departments & between departments & corporate offices
- Include agenda item in quarterly meetings to check in

Early Warnings

Measurable indicators (things you can count) that will let you know you are getting the downside of this right pole)

- Increase in complaints about "bureaucracy"
- Increase in criticism for mistakes
- Increase in steps in the process for approval of actions
- Increase in requirements for approval of budgets or variations being overwhelming & time consuming

WE DON'T SURVIVE

Making Business Matter Trainers to the UK Grocery Industry **MBM** 80% of our Learners are still using their new skill 5 months later - we quarantee it!