

***ATTAINING
ORGANIZATIONAL
IMPROVEMENT***

**ADDRESSING DYSFUNCTION
&
CHANGING THE WORKPLACE
DYNAMIC**

**THROUGH
EFFECTIVE INTERVENTIONS**

21st Century Workplace Challenges

Troubled Organizations

Dysfunctional Communication

Inexperienced and Ineffective Managers

Troubled and Battling Employees

Disruptive Work Environments

Intergenerational Conflict

ATTAINING
ORGANIZATIONAL IMPROVEMENT

STAGES

Preliminary Stage

Initial Contact from Organization
(Company or Agency)

First Meeting with Client
Most often highlighted by:

Frustration

Confusion

Lack of Clarity

Initial Stage

Assess Work Environment

Review Options with Management
(Use an Executive Summary)

Involve Employee Representatives
(Where Applicable)

Gain Commitment of Executive Management

Build on Organization's Strengths

Develop a Viable Plan

Foundation Stage

Facilitate Meetings

Embrace Organizational Strengths

Coach Managers & Employees

Implementation Stage

Enhance Lines of Organizational Communication

Teach Effective Interpersonal Skills

Mediate & Resolve Conflict among Staff Members

Design ADR Process if Appropriate