

## **Resolving Companies' Sticking Points**

Companies often face challenges that seem to return no matter what action is taken. Sticking points have the ability to cause non-related departments to experience consequences influenced by the challenge. Many companies look to treat the 'symptom' rather than to identify and manage the original problem at the heart of the matter. A sticking point often finds management stumped for a solution and hoping that the problem will go away. This can lead to long term problems, not only with that department, but with the network of relationship to others as well.

i.e. A problem that is perceived as lack of cooperation across units can amplify into outright turf wars. The cost to the company in lost productivity and customer satisfaction can be enormous.

InSight Out Consulting Inc. assists clients in getting clear on what is creating the sticking point, and how to implement strategies for releasing the pattern to ensure that the challenge does not resurface later on.

*"The intellect has little to do on the road to discovery. There comes a leap in consciousness, call it intuition or what you will, and the solution comes to you and you don't know how or why."* - Albert Einstein

## **Navigating Uncertainty – Mastering the Invisible**

Business is not always clear sailing. Markets shift, suppliers and clients adjust and companies must either evolve, or face the consequences. During times of uncertainty, leadership often looks to streamline services which lead to layoffs and displacement of staff. This can sometimes be enough to send the whole system off balance. Staffs are looking for parachutes; the people left are looking for their next position. The company, over time, implodes.

i.e. When things get tough, staff looks to leadership to determine how bad things really are. In high management turnover they look to themselves. Sometimes management tries to keep things quiet, which is never successful. By seeing the invisible forces that impact company decisions, you can ride on the wave of market forces rather than getting hit broadside and capsizing. Staff from CEO to entry

point must have shared skills and vision to ensure that everyone can contribute their part to head for calm waters.

Change is a part of life and so is uncertainty. One thing can be counted upon: the unlimited creative talent residing in employees. Enabling it is the task of a leadership who can see the invisible and achieve the impossible.

*"Leadership: The art of getting someone else to do something you want done because he wants to do it."*

—Dwight D. Eisenhower, 34th President of the United States

## **Engagement and Retention – Closing Performance Gaps**

With the loss of intuition and the reliance on fear, insight has taken a backseat to reaction. The pressure to perform over rides what makes work meaningful. Relying on techniques from the past, companies have retained old hire and fire policies while commenting on the shortage of talent. Talent is recognized when it looks the same as it always has, but the world has changed. The labour source and force is global. Distracted by the superficial solutions that rely on incentives, unintentional disincentives, and other external motivators, all the cues get missed. The know-how to tap deeper into inspiration is missing.

i.e. There is not one world view; there are many. Employers must be able to think flexibly, hire on merit rather than appearance and know how to utilize diversity of age, thinking and gender. Within less than 2-3 months new hires know the company's approach to staff and plan their next career opportunity accordingly.

The talent is already in the company. The role of managers and executives is shifting from control to enabling. To make the shift, higher levels of awareness and self-knowledge are essential. Systems and processes can then be used to facilitate performance and innovation. InSight Out Consulting Inc. helps you reconnect the company culture to the deeper values, needs and talents held by employees.

*"Mental toughness is humility, simplicity, spartanism and one other...love. I don't necessarily have to like my associates but as a man, I must love them. Love is loyalty; love is teamwork. Love respects the dignity of the individual."*

-Vince Lombardi, former NFL Coach

Research shows that the ROI of managing company culture creates revenue increases of 682%, stock price increases of 901% and net income increases of 756%. A culture that is nurturing to all, creating well-being and profit extending beyond the bottom line is the inspiration for higher achievement.