



## Develop an intuitive organisation for better performance

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### What is an intuitive organisation?

Genuine employee engagement is critical. A less intuitive organisation may have multiple communication channels but manages only to despatch a message rather than connect employees with what it is saying. In an intuitive organisation customer feedback gets straight into the hearts and minds of the staff.

An intuitive organisation will have

- **An environment where courageous conversations can and do take place.** Leaders in such organisations are skilled in 'what really matters here' type conversations that home in on the outcome and not just the task.
- **The capability to learn and reflect in the midst of the day-to-day action.** Senior leaders create learning forums, permission to examine and grow from failure and embed these insights into the collective business memory.
- **Quiet confidence and clarity around their organisational identity.** This is often shaped by their values. Employees and customers know what these companies stand for and how they choose to do business.

### How do I develop an intuitive organisation?

All organisations try similar things to raise performance. Yet they meet with surprisingly different results. Why? Not because of the ideas and initiatives themselves, but because of the way in which they are actioned.

Intuitive organisations are those that know themselves well enough to take on board those changes that work for them and their people. So:

**X Stop** relying on the latest best practice tools or HR models to deliver performance gains

**X Stop** trying to assess performance and leadership in terms of competency models

**X Stop** unnecessary activity and establish ongoing processes for limiting activity creep

**X Stop** trying to control the organisation through top down mechanisms

**√ Start** assessing your intuitiveness as an organisation

**√ Start** putting more energy into planning how new initiatives will be put into action

**√ Start** developing the top team's ability to 'read' the organisation and understand its culture

**√ Start** identifying the courageous conversations and the options for creating a new dialogue

### In Summary

- √ encourage an environment where courageous conversations can and do take place
- √ have confidence and clarity in your organisational energy
- √ learn and reflect in the midst of the action