

# Aligning Accountability and Resources for Results

## - Removing the five obstacles to accelerated performance -

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Does the mentality in your organization resemble departmental silos where the walls are so thick and high that employees fight among themselves or loiter before delivery to customers? How many times have you had the feeling that key contributors in your organization were just turning circles as if they have a shoe nailed to the floor? The costly barriers creating organizational silos are a devastating force that cripples productivity, pushes good people out the door, and creates disharmony within a company.

The antidote to a silo mentality is a cohesive team that eagerly collaborates on creating a path for achieving the right results, focuses on essential activities, promotes convergent thinking, and sets reasonable expectations. When people concentrate their energy and skills; set aside their personal needs for the good of the whole, they accomplish incredible results. Putting this type of teamwork into motion does not take a quantum intellect or mystical tactics. A good shot of common sense and a healthy dose of tenacity and leadership is all that you need. However, this journey will test your courage, discipline, and emotional energy. So, how do you eliminate the confusion, petty politics, and “what’s in it for me” syndromes that are plague like in organizations today? Achieve a new way of working and the results you desire by removing these five obstacles:

- ✓ Absence of trust
- ✓ Fear of conflict

- ✓ Lack of commitment
- ✓ Avoidance of accountability
- ✓ Inattention to results

The absence of trust is the locust infestation that even silos can’t keep from plaguing team life. When it comes to teams, vulnerability based trust is the underpinning. This is not some touchy-feely, walk-in-the-woods hokum. It is about knowing and admitting your own strengths and weaknesses because people who are not self-deceived about themselves will refuse to engage in the political and self-justifying behaviors that undermine trust.

The fear of conflict is the next obstacle to remove. Too often team members have little experience in constructive conflict so they fall into the spiraling inward circles caused by artificial harmony and mean-spirited attacks. Knowing each team member’s conflict resolution style sets the norms for interaction. Creating an environment, which embraces passionate, unfiltered discussions by team members so they can candidly talk about mission critical issues, is the prescription for teamwork.

Lack of commitment, avoidance of accountability, and inattention to results are the next set of obstacles that perpetuate silos and crop circles. When team members seek the best solution for the company while stating their positions with passion and fervor, they reach a unified commitment, as their silos

get shorter. Accountability is the natural follow-on when teams believe in their decisions and are clear on performance expectations and standards. The daily enthusiastic focus on the right results is diametrical to just doing work and just punching the clock. There is a strong natural tendency to take care of ourselves before others, which seriously eats away at trust. A written business plan keeps team focus on essential activities and helps to clarify the results expected. Knowing the essence of the strategic objectives and having measurable scorecards, solidifies team alignment on what is important. Objective, periodic reviews of organizational and team results with deviation adjustments keeps productivity and enthusiasm high.

### Successfully helping organizations excel

Our approach is innovative and more effective in two critical ways. First, we focus on behavior - how we treat each other - starting with leadership, then teams, and finally individuals, as the foundation for organizational change. Second, we apply an integrated approach to assessing and addressing behavior in your organization that transcends typical leadership development, team building, communication methods, and all other aspects of business solutions.

### The fundamental difference in our services

We help you achieve higher results in your organization by custom designing integrated behavior based solutions with procedures and processes that help effectively elevate the unique culture of your organization. This is leadership and performance improvement by design.

As the new way of working swings into motion, teamwork, that human-to-human connection, creates a sense of belonging, a deep fulfillment of contribution, and an increased sense of responsibility. Relationships with vulnerability based trust and healthy conflict among managers, team members, and co-workers keeps the spotlight on the delivery of customer-oriented results. With unity of action, the casehardened barriers between organizations become increasingly more permeable and the team productivity and creativity increases over time.

Think differently...

Change your way of working...

Your situation will improve.



#### **Phil Bristol** Managing Principal

Phil is internationally recognized as an expert in accelerating organizational performance. He has over 25 years of strategic planning, business process improvement, and enterprise-wide project management experience



#### **Gary Yeatts** Principal

Gary has over 30 years of experience working with organizations and individuals. His focus is goal and strategy development, conflict resolution, change management, facilitation, coaching and team building.

#### **About Projectivity Solutions**

Recognized as the leading expert in accelerating organizational performance, Projectivity Solutions provides consulting, mentoring, and leadership development for executives and their teams, enabling them to be more productive and profitable. Their precision services combine essential knowledge and skills with a way-of-working that accelerates organizational performance. Services are performance proven to deliver organizational excellence including increasing profitability, reducing operational costs, improving product quality, enhancing customer service, attracting and retaining highly motivated staff, and building trust and collaboration at all levels of an organization.

