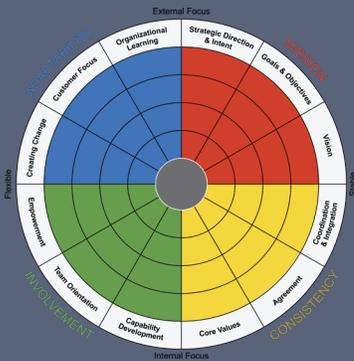




CULTURE IMPACT

CONSISTENCY: AGREEMENT

When problems and issues arise, are we able to surface them and discuss them in a constructive manner?



Think Systemically:

When considering work in the area of Agreement it is important to note that constructive problem-solving and conflict resolution are critical for creating alignment among employees.

It is also important to look closely at other areas of the Denison Model.

For example, are we willing to highlight problems and learn from mistakes or are we conflict averse?

Do our values help create an environment in which we can challenge each other without damage to individuals and teams?

Are we aligned around clear goals and strategies that help us determine the way forward when conflicts surface?

When facing issues or problems that are complex, involve high stakes, and/or require a high level of buy-in to ensure resolution, taking the time to fully understand the issue and working to reach agreement becomes critical. Problem solving and conflict management skills are important to execution and aligning action.

Are we “conflict averse” or do we utilize conflict to generate positive action?

The higher performing organizations recognize that conflict is inevitable when challenging everyone to push for higher levels of achievement. If managed poorly, conflict can undermine performance and result in damaged relationships. We help clients identify key issues and conflicts and develop strategies to leverage those challenges to create synergy.

To support you, we offer a range of solutions for managing organizational conflict:

- Assess or develop a decision-making model to ensure the process is clear and effective
- Develop skills in listening to diverse points of view and incorporating those views into the decision
- Develop a process for communicating the “why” behind decisions
- Ensure that problem resolution and conflict management promotes inclusiveness and reduces fear of sharing conflicting perspectives