

- How Culture Makes a Difference
- Issues in Team Performance
- Summer 2008 Recommendations

Runkle Consulting coaches people through tough spots in organizations by providing organizational development consulting: executive and team coaching, change management, strategic facilitation.

"Thank you for facilitating a great meeting. I came home from the session more optimistic about the mutual direction of our side and their side than I have ever been in the past".

-- Recent quote from a customer

How Culture Makes a Difference

In today's competitive marketplace, what differentiates you from your competitors? Is it your product, your location, your strategy? All of these factors can be easily replicated, but one, your culture. The values, the people, the way you do business, your can-do attitude – all of these make the difference in creating a peak experience for your customers. Just consider some statistics collected over an 11 year period from companies with superior business cultures v. unhealthy cultures:

- Increased revenue of 700% v 150%
- Stock price grew by 900% v. 100%
- Net income growth of 800% v 1%

To get to a superior business culture, get curious about your organization's: mission/strategy, leadership, communications, organizational design, values/ethics, knowledge/competence, interventions, innovation, performance, and change management.

Source: Corporate Culture: Illuminating the Black Hole by Want, 2007

Issues in Team Performance

How well is your team performing? Does your team have any of these issues?

- We need to communicate better within our team – our customers are not happy.
- We have reorganized our team and need to do some teambuilding.
- We are not well aligned with what should be done to move forward effectively.
- We need to deal with conflict more effectively within the team.

If you would you like to have an objective look at the strengths and weaknesses of the team, consider using the Team Management Profile, a 60-item assessment focused on enhancing understanding of an individual's approach to work. [See recent case study online.](#)

Summer 2008 Recommendations

- Podcast: Harvard Business IdeaCast. 10 minute podcasts on breakthrough ideas and commentary from the leading thinkers in business and management
- Book: *Aesop & the CEO* by Noonan, 2005. Powerful business insights from Aesop's ancient fables and a quick read of 50 small fables.
- Profile: Emotional Intelligence Assessment. Take this assessment on your Emotional Intelligence, or EQ, to measure the strength of your relationship skills, such as conflict management, team building, and change leadership. Certified through Hay Group. Haygroup.com
- Profile: Spiritual Intelligence Assessment. Take this assessment on your Spiritual Intelligence, or SQ, which is defined as "that ability to behave with Wisdom and Compassion, while maintaining inner and outer peace, regardless of the circumstances." Certified through Conscious Pursuits. Consciouspursuits.com

