What is in the WHAT IF that stops organizations from transforming?

How do I articulate this and where to begin? What stops an organization from embracing the seeming need and catalyst for success? In my work with several organizations, from government, education, construction, etc. there are common themes and what I would call unseen road blocks that prevent a higher way of being. Most of these organizations have solid procedures, policies and structures, creating rules and directions for people to follow. This is great and people need to have guidelines.

But what about the intangibles? Such things as morale, trust, care and concern for one another. I cannot write a procedure for trust. I cannot tell a group of coworkers that their morale must be higher. Yet, it is exactly these underlying currents that create waves and sometimes even a tidal wave in an organization.

At the same time, more organizations are recognizing the importance of these intangibles. There is a shift happening in the way people are working. I see it. The thirst is there for more. It is as if we know that the old way of doing business (the 'because I say so' mentality) is just not working today. Yet, shifting to the new way of thinking to impact our organizations and the mindset of individuals is like moving the bolder in the middle of the road. I say, this bolder is filled with WHAT IF's.

SOME OF THE WHAT IF's

As leaders, what we can or cannot do within organizational boundaries in regards to intangibles is not defined. Therefore we all start having our WHAT IF's that paralyze us from taking any initiatives. WHAT IF I try something new with my teams and it does not succeed? WHAT IF I build relationships at work and I am taken advantage of? WHAT IF I break a rule and don't know it? WHAT IF no one else wants to do things differently? WHAT IF I fail?

To create and influence a different way of doing business in an organization takes guts. It really does. There is an old and very wise Native American saying: Every time you point a finger in scorn—there are three remaining fingers pointing right back at you. Looking at the three fingers pointing in my direction is the hardest to grasp. Yet, this is where the real transformation begins.

GETTING TO EMPATHY

Humaneyes instills a core to resolve the WHAT IF's and create a shift within an organization. The core is empathy – an ability to comprehend the experience of others without judgement. Through open listening and genuine inquiry we build a culture of collaboration and creativity.

But empathy is more than something projected to others. It is also an internal quality. It starts with self-empathy - an ability to self-reflect, identify, and own our internal triggers. If people can utilize this knowledge and engage others to work through the WHAT IF's, they create a desired culture of safety, quality and increased productivity.

Humaneyes creates that space of awareness within individuals for self-empathy and empathy towards others. It helps put in motion the desired shift from the old way of thinking towards a more authentic, collaborative, and creative environment delivering new levels of performance. Invite us to host a conversation!
www.humaneyes.ca

Written by Kelli Bettenhausen
July 2017