

INSTITUTIONAL JUDGMENT REVIEW



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The Quiet Crisis Facing Institutions

Better Decisions. Stronger Institutions.™

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| The visible problem is rarely the real problem.

“All those in favor?”

Every hand went up.

The vote was unanimous.

The vote was unanimous. The understanding was not.

Months of committee meetings had narrowed the decision until the vote felt almost inevitable. Financial models had been tested. Faculty had been consulted. Governance committees had done their work. By the time the recommendation reached the full board, most of the difficult conversations were already behind them.

Or so it seemed.

They carried businesses, families, deadlines, flights, crises, and obligations into that meeting. For the next ninety minutes, they were expected to carry something even larger than themselves.

Looking back, I no longer think the decision was wrong.

I think agreement was mistaken for shared understanding.

Six months later, almost no one was talking about the vote.

The conversation had shifted to declining enrollment, staffing, cash flow, leadership vacancies, and the ordinary pressures that quietly reorder institutional priorities.

I would encounter the pattern again in schools, hospitals, nonprofits, corporations, and foundations. Different missions. Different pressures. The visible problem was rarely the real one.

What are we missing?

We Pay Attention to Outcomes. Institutions Live in Conditions.

Every institution measures outcomes.

Enrollment. Revenue. Retention. Achievement. Cash flow.

The metrics differ. The instinct does not. We pay attention to what we can see.

Institutions, however, are shaped long before those outcomes become visible. By the time declining enrollment appears in a dashboard, the conditions producing it have often been developing quietly for years.

The indicators arrive late. The conditions arrive first.

Every Institution Sees Only Part of Itself

A board experiences the institution through governance; a chief executive experiences it through leadership. Finance sees sustainability. Operations see execution. Faculty experience culture. Families experience trust. Technology experiences systems.

Perspective is never neutral—it is shaped by role, experience, history, and culture. Black Feminist Leadership scholarship reminds us that institutions grow wiser when they learn from perspectives long dismissed or pushed to the margins. Widening whose experience counts as evidence expands what becomes possible to see.

The most consequential disagreements in governance are rarely disagreements about commitment—they are disagreements about what people believe they are seeing.

Great leadership asks something more demanding than, Who is right? It asks:

What becomes visible when we remain in conversation long enough to see what none of us could see alone?

What We Mistake for the Problem

A board once invited me to facilitate a retreat because enrollment had declined. By lunch, no one was talking about enrollment. The institution had discovered a different question.

That is usually how it goes. The board feels fragmented. The executive team is struggling. The organization is moving too slowly. The strategy isn't gaining traction. Those concerns are real, and they deserve attention—but they are rarely where the work begins.

Boards are often asked to govern what is visible. The strongest boards learn to steward what is invisible.

Financial pressure may reveal years of deferred strategic choices. Leadership turnover may reveal uncertainty about authority rather than dissatisfaction with a single leader. An implementation challenge may reveal competing interpretations of the institution's priorities rather than resistance to change.

The visible problem often tells us where to look. It rarely tells us what we need to understand.

Artificial intelligence can identify patterns faster than any leadership team. It cannot determine whether the assumptions beneath those patterns still deserve our confidence. That remains a profoundly human responsibility.

Nothing Changes Alone

The most resilient institutions continue learning after others become certain. That discipline receives far less attention than strategy, governance, or organizational structure, yet it often determines whether an institution adapts or slowly loses coherence.

A decision made in governance changes executive priorities. Executive priorities reshape culture. Culture changes trust. Trust changes execution.

| Nothing changes alone.

This is why institutions rarely decline because of a single catastrophic decision. More often, they decline through hundreds of reasonable decisions made from an increasingly incomplete understanding of themselves.

In aerospace, the consequences appear in safety. In hospitals, patient care. In universities, mission. In independent schools, enrollment.

Different sectors. The same institutional physics.

Endurance does not belong automatically to the institution with the strongest strategy. It belongs to the one still willing to question what it believes it already knows. Because the future rarely surprises institutions all at once—more often, it arrives one reasonable decision at a time.

Closing Reflection

Every institution eventually reaches a moment when the visible problem is no longer the most important one. The more consequential question becomes:

What have we not yet understood about ourselves?



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