

Organizational Reset Buttons

By Frank and Susan Pastizzo
www.warmuptheworkplace.com

It is a luxury to be an outside consultant. When your objectivity is called upon, you're given entitlement to remain separate. You do not need to build or maintain relationships. You simply look around and communicate honestly and respectfully about exactly what you see. Of course, good communicators find ways to relay valuable insights with grace and concern, so their services are valued and they are not seen as only *finger pointers* or *pot stirrers*, but rather as *kind mirrors* holding up a factual, organizational portrait. This way, the subjects on the canvas are not threatened and can study themselves and their actions and find ways to tweak and improve their services. Naturally, members of the groups are plainly able to see inadequacies without the need for an outsider to come in and tell them their business; however, unlike the outside consultant, teammates *are* held accountable for building and maintaining relationships. Criticisms from within can breed resentments. Communication can then diminish to almost nothing, and entire groups may lose the desire to contribute anything remotely considered to be extra.

I remember being part of a company when an outside consultant engaged in interviews, and we were required to participate in 360-degree evaluations. After weeks of interviews the results were shown to us. We identified several bottlenecks in communication and became aware that certain positions were not allowing vital information to flow past them to all who had a need to know. We also learned that we had to be more considerate of how *all of us* were important components of our services to our customers and the community, and how we had to remain active in our support for one another so that we all felt the *Team* presence. After our company went through this process, there was undoubtedly a transformation and a vision. We *reset* ourselves as contributors within a community continuum and saw our own at-work behaviors as being part of a positive catalyst within the community as a whole.

As owners of a firm named Warm Up The Workplace, Inc., we obviously envision these ideas to be much more than words. We've based our careers on helping people achieve group focus and workplace harmony. In a lot of busy work environments, time is seldom taken to purposefully say or show that we *have each other's backs*. Here is a call to action to show that the essence of *Team* is not just an idea.

Teammates will strive to demonstrate their _____* regularly in sincere words and deeds.

* Unity, Commitment, Willingness, Cooperation, Helpfulness, Energy, Mirth, Devotion, Grace, Dignity, Kindness, Goodness, Concern, Support, Love, Tenderness, Brotherhood, Sisterhood, Dedication, Confidence, Loyalty, Passion, Care, Generosity, Protectiveness, Collegiality, Partnership, Service, Warmth, Patience, Trustworthiness, Accountability, Friendliness, Empathy, Value ...

If we are not willing to *go there*, then we won't get *there*** . People need frequent affirmation that they are supported. The luster -- the polish of our human service is our *reflexive* portrayal of authentic concern for each other. It is not just a *game face*. It is our most authentic default setting -- our professional standard -- the constant at which we perform.

** To that *flow state* where we are performing at our combined best with confidence in each other and what we are achieving.