

INTRODUCING THE RESPONSIVE ORGANIZATION

WHAT IS IT?

A responsive organization determines trends in its environment and effectively turns possible disruption into distinct organizational advantage.

They are more likely to have:

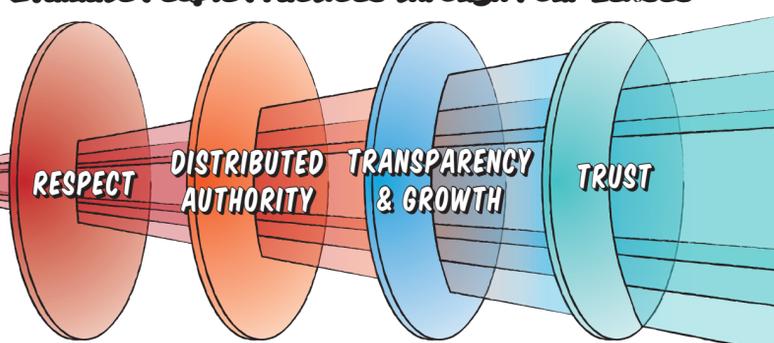
- ✓ higher levels of engagement
- ✓ better retention
- ✓ better able to meet business goals
- ✓ quicker responses to market changes
- ✓ faster innovation
- ✓ greater customer satisfaction

WOW!

HOW?

After talking with over 100 leaders and analyzing our data, we developed ...

A MODEL FOR RESPONSIVITY - Evaluate People Practices through Four Lenses



RESPECT

Build a psychologically safe and empathetic environment where everyone's ideas, abilities, knowledge, and skills are respected.

BEST ADVICE HEARD:
 "Organize personal huddles or quick, concise, personal check-ins – not about the work, but about the person. Ask 2 questions: 1) how stressed are you? and 2) what help do you need?"

AREAS TO FOCUS ON:



ORGANIZATIONS WITH HIGH RESPECT ARE 27X MORE LIKELY TO HAVE HIGH RESPONSIVITY

DISTRIBUTED AUTHORITY

Distribute authority to all levels and throughout the organization to build more collaboration and cut down on the non-value work.

BEST ADVICE HEARD:
 "Create opportunities for contribution and defer to expertise, not title."

AREAS TO FOCUS ON:



ORGANIZATIONS THAT SCORE HIGH IN DISTRIBUTED AUTHORITY ARE 21X MORE LIKELY TO HAVE HIGH RESPONSIVITY

TRANSPARENCY & GROWTH

Focus on developing the talent you have by more closely aligning performance with skill-building. Be clear and transparent about the direction of the team and organization.

BEST ADVICE HEARD:
 "Master the mention. Build a culture of feedback by not making it so heavy and formal. If you have feedback for an employee, jump on the phone and talk through it."

AREAS TO FOCUS ON:



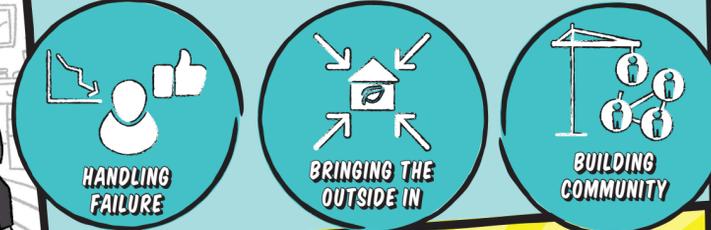
ORGANIZATIONS THAT SCORE HIGH IN TRANSPARENCY & GROWTH ARE 22X MORE LIKELY TO BE HIGH RESPONSIVITY ORGANIZATIONS

TRUST

Trust broadly. Work with employees as partners. Encourage them to look outwardly for new ideas, recognize them for good work, and help them learn from their mistakes.

BEST ADVICE HEARD:
 "Agitate. Companies that trust can handle agitation. Push boundaries. Bring in new ideas. Get rid of institutional processes that don't work. Listen to everyone."

AREAS TO FOCUS ON:



ORGANIZATIONS THAT SCORE HIGH IN TRUST ARE 62X MORE LIKELY TO BE HIGH RESPONSIVITY ORGANIZATIONS

READ ALL ABOUT IT!

<https://redthreadresearch.com/2020/06/02/responsive-organizations-designing-for-volatility-and-change/>