

The Resilient Organization

One of our newest and most compelling programs, *The Resilient Organization* challenges second-stage CEOs and senior executives to question their management practices. In today's highly competitive environment, most companies need employees who can think conceptually and solve problems. Yet today's prevalent management style, the autocratic, command-and-control model, does just the opposite. It disengages employees and undermines their performance and innovation. *The Resilient Organization* exposes participants to strategies and tools to effect a culture of engagement. This includes new breakthroughs in social cognitive neuroscience, which is critical in understanding how to maximize your team's productivity, motivation and decision-making skills.



Participant feedback

"The retreat helped me understand why some things may not be working and what I could do differently to increase employee engagement and autonomy."

"One thing I've altered is the frequency and format of our meetings. Instead of having daily meetings with the entire staff, we now hold weekly meetings, which my production manager leads instead of me. I encourage employees to engage with each other when an issue crops up instead of tabling it for a group discussion. In addition, I'm trying to ask more questions rather than give answers. When it comes to my staff, I need to be more of a seeker of information and less of a dominant ruler. The retreat helped me temper that behavior."

— Anita Mitzel, president of GraphiColor Exhibits in Livonia, Michigan

"The retreat was transformational for our management team. We came looking for new tools that would allow the team to function at our highest possible level. One of our takeaways was a decision-making model that's completely changed our vocabulary about how we seek opinions and gather information. It has brought more structure to our meetings and is helping accelerate our decisions."

"Another important outcome, the retreat curriculum helped us nail down an employee performance management system. It gives us a whole new way to engage our employees, integrating our cores values with both individual and corporate goals."

— David Galbenski, founder of Lumen Legal in Royal Oak, Michigan

What you'll learn

- What causes your employees to "check out" — and conversely, what keeps them committed to your company's success and going the extra mile without being asked.
- How the brain reacts to social threats and rewards.
- The difference between defensive reasoning and productive reasoning and how it impacts your organization.
- The power of inquiry. How questions can alter dialogue within your company and build trusted relationships.

Why it matters

- Many companies think they have a communications problem, when they actually have an information flow problem. Defensive reasoning is one reason information gets constrained.
- Engaged employees lead to higher customer ratings, greater productivity and increased profitability. Engagement also results in lower incidents of turnover, absenteeism, product defects and workplace accidents.
- Today change is happening at an extremely fast pace. A resilient organization is one that adapts quickly to new challenges and opportunities. If a temporary setback occurs, employees are fast to rebound and learn from it.