

CXOs – check your pulse now!

A regular, steady pulse indicates a healthy heart, and in most cases a healthy body. This is true not only for us humans but also for our organizations. Organizations with a steady pulse rate are, in all probability, working at the right pace and at the right performance levels. They are growing, innovating, and operating efficiently to produce healthy returns for their shareholders.

But what is a pulse rate in an organization? And how can we measure it?

The pulse rate is the rate at which information flows in the organization – between individuals, within and between teams, from managers to employees, from employees to managers, from inside to outside, and from outside to inside!

If the pulse rate is too slow, several health issues arise – insufficient communication, lack of transparency, uneven distribution of knowledge, lack of innovation, and overall trust deficit to name a few! This in turn leads to the toxic combination of performance degradation and high inertia, the results of which we are all well aware of...

If the pulse rate is too high, other types of health issues need to be contended with – we observe the manifestation of ‘echo chambers’. This is a phenomenon in which the same ideas travel rapidly within a group, such that these get repeated over and over again albeit in slightly different forms. This gives rise to a false sense of self-confidence and can lead to highly risky behavior. The examples of such echo chambers are also there for all to see...

Fortunately, we now have a way to measure and monitor an organization’s pulse rate in real time...using Organization Network Analysis (ONA). Through some sophisticated network analyses and big data techniques, we can gauge the pulse rate and take proactive actions to keep our organizations healthy.

So CXOs, don’t wait – check your pulse rate!