

HIGH PEOPLE - LOW PROCESS

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REPORT OUTLINE

Summary Overview:

Leaders	Leaders from organizations that score high on people and low on process, are often popular with employees, but tend to be seen as disorganized or scattered, leading to skeptical optimism. Employees feel compelled by the vision and mission, but are often unsure of the implementation strategy to achieve those goals efficiently.
Employees	Employees feel a strong sense of purpose and connection to the mission, but can feel easily frustrated by the lack of clear direction, consistency, or accountability. They may lose trust in team members and leadership.
Customers/Revenue	Customers notice inconsistencies or redundancies and may seek to exploit that for cheaper prices. They may be less likely to refer new business, which inhibits growth especially in a competitive industry where the customer experience is the key differentiator.
Market Perception	The company may be seen as approachable and nice, but also disorganized, outdated, and inconsistent.
Flow	In general people at this company are in a strong starting place to get into flow, they will be intrinsically motivated, have the necessary autonomy to get their work done creatively and to the best of their ability. However, the extra burden or increased cognitive load incurred by poor processes will block many employees from achieving flow most of the time as it will cause distractions as those employees have to spend time or pause to find out what the next steps are instead of having that all spelled out ahead of time, allowing them to progress through their projects without interruptions.

COMMON STRENGTHS:

Organizations that score high on people typically have strong methods for talent acquisition and employee retention. They place a strong emphasis on the health and wellbeing of their employees through policies and incentives. Typically, these organizations encourage autonomy, creativity, risk-taking, and believe mistakes are part of the learning process to growth and development. Roles and responsibilities are aligned with employee's skills, expertise, and desire, which promotes intrinsic motivation and stronger engagement.

COMMON WEAKNESSES:

Organizations that score low on process may struggle with reactive decision-making or a lack of focus or agreement on priorities. This can lead to redundancies in workflows or people working on tasks that are not within their core strengths or responsibilities. Inefficient handoffs throughout the customer journey create confusion and frustration for everyone, including the customer who is likely to take their business to a competitor for a more seamless, supportive experience.

COMMON CHALLENGES:

Despite your organization's positive employee engagement initiatives and supportive employee policies, employees may grow frustrated with unclear or inconsistent processes, which can lead to disengagement, frustration, and eventually turnover. A company that enables employees to invest in their mental and physical wellbeing but does not have efficient and effective processes is creating unnecessary stress and workload. Employees often feel confused by the contradictory messages, or may begin to lose trust in your authenticity.

QUICK WINS:

For Leaders

There are a few steps you can take to improve your organization's process to make the most of your positive employee engagement and maximize flow and growth:

1. Convert meetings from report-outs to action-oriented, problem-solving disc
2. Track monthly and quarterly goals towards your strategic plan
3. Utilize program management software for accountability and transparency
4. Define communication channel processes, expectations, and procedures
5. Map employee experience and customer/stakeholder journeys to identify gaps in your internal and external processes

For Employees

Employees and aspiring leaders also have the ability to maximize flow and facilitate personal and team growth:

1. Take time to celebrate wins and acknowledge other team members' contributions
2. Review learning and insights to offer strategic ideas for improvement
3. Visualize your ideal workday for maximum efficiency and create work blocks on your calendar to organize your schedule and enable strategic, deep work time.
4. Xyz
5. Xyz

Links to our blogs on related topics

- Sonifi, ThirdEye, client example

People Strengths	Process Weakness	Insights (Strengths at risk)
clear path to development and growth for every employee	struggle with reactive decision-making or a lack of focus or agreement on priorities	Despite clear professional development opportunities, employees may grow frustrated with unclear or inconsistent processes, leading to disengagement, frustration, and turnover.
consistent and personalized customer engagement programs and positive satisfaction scores	need a system and structure for tracking and measuring internal requests, workflows, project management, and strategic initiatives	Companies with consistent, personalized customer engagement programs only succeed and scale with processes and systems for tracking and measuring initiatives. - inconsistent customer experience without processes
healthy employee engagement with candor, collaboration, and transparency	fail to celebrate accomplishments, or review learnings and insights from mistakes	The candor and collaboration may be healthy, but the progress that comes from those will be inconsistent without processes in place to stimulate feedback on a regular basis and integrate collaboration. - could tie to burnout trigger of "unfairness"
encouraged creativity, risk-taking, innovation and autonomy	get stuck in the old way of doing things and miss innovative improvements	Risk taking ...or experimentation is great at stimulating creativity, but processes that keep experiments consistent and are able to assess them accurately will be much easier to analyze and yield far more usable information and insights down the road. - how would this be affected by employee tenure level
approachable and transparent leadership that "walks the talk"	waste time and limit progress with redundant meetings or tasks	Reduces employee engagement...why should i do it if you dont do it... Reduces leadership engagement as well as managers are frustrated as well...group flow at risk.
honest, direct, and timely feedback loops at all levels of the organization with transparency on what actions those feedback loops lead to	experience high attrition as employees are more prone to stress and burnout under inconsistent circumstances and expectations	Feedback may seem reactive, inauthentic, or confusing without a clear and consistent process for employees to practice timely feedback across all levels of the organization.



People Strengths	Process Weakness	Insights (Strengths at risk)
clarity for each person's role and responsibilities, aligned with skills, expertise, and desire fostering stronger intrinsic motivation	experience customer dissatisfaction and decreased revenue from out of sync operations	Without consistent and effective processes, employees can feel confused or frustrated about roles and accountability to enable efficient workflows and intentional connection/collaboration with others.
clear and relevant expectations and metrics for success	lose momentum and miss opportunities due to inefficient or incomplete processes	Knowing how to succeed in your role is important, but knowing how to consistently grow and develop is empowering. - Inconsistent or poor processes may instill a feeling of a ceiling to your success
Employees that are healthy, engaged, invested and motivated to do their best for the good of the company without that effort coming at cost to their personal lives.		Motivated and invested employees will be at risk of feeling frustrated when poor processes are the reason they aren't able to contribute the way they'd like to. - This frustration and added stress will also lead to greater risk of burnout etc

Leaders	Leaders will be popular with employees, but perhaps seen as disorganized or scattered, leading to skeptical optimism. We like what you're saying, but how are we going to get there?
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Employees	Employees will feel a strong sense of direction only to be undermined but the lack of actual...directions. Employees may become adversarial to others like they are doing other people's work in a process where roles and responsibilities are unclear.
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Customers/Revenue	Customers will grow tired of the inconsistency, redundancies of customer requests, or seek to exploit that inconsistency for cheaper prices. They may be more likely to churn and/or less likely to refer business or expand their wallet share, especially in a competitive industry where the customer experience is the key differentiator.
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Market Perception	The company may be seen as disorganized, outdated, and inconsistent.
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Flow	In general people at this company are in a strong starting place to get into flow, they will be intrinsically motivated, have the necessary autonomy to get their work done creatively and to the best of their ability...but the extra burden or increased cognitive load incurred by poor processes will block many employees from achieving flow most of the time as it will cause distractions as those employees have to spend time or pause to find out what the next steps are instead of having that all spelled out ahead of time, allowing them to progress through their projects without interruptions.
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