

Turbulence

Small business owners have always operated within a limited emotional margin, are often overwhelmed, and most recently are confronted by turbulence in today's work environment that is being intensified by:

- A physically disconnected workforce and its impact on cultural engagement
- Supply chain disruptions and unpredictable price volatility
- Employment turbulence and emerging trends



Regardless, professional counsel must lean on the cornerstone of their services, being the evaluation of an organization's core capacities and its ability to overcome turbulence. With fresh eyes, good counsel can analyze, summarize, and articulate the critical bottlenecks affecting organizational performance.

Unpredictable circumstances will always be with us, and insights from external consultants will provide clarity with new perspectives. If leadership is confronted with an independent assessment comparing their organization to national norms, they are more committed to address underlying challenges. Their expectation is to draw on the consultant's knowledge and experience with reasonable solutions being implemented in the marketplace.

Here are examples of valuable tools to capture and provide insight into organizational performance:

- Employee assessments that address an organization's cultural engagement
- Supervisor assessments that compare management and employee perspectives
- Soft Skills assessments that measure the effectiveness of employee interactions which ultimately impacts performance
- Organizational assessments that quantify the cultural opinions regarding efficiency, effectiveness, internal communication, and competitiveness

Ultimately, organizational leadership can utilize consultants to balance their leadership orientation and understand its impact on performance, control, or work-life balance. While at the same time, implement a critical path of initiatives and solutions to address the turbulence in today's work environment.

Assessments or surveys that capture the insights of employees, supervisors, and leadership, are a fundamental resource to measure the employee experience and their impact on organizational performance.