



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Communication—**
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.
- **Results Oriented—**
Passionate about winning. Dedicated to achieving all-win solutions to situations.
- **Influence—**
Consistently directs situations and inspires people for an all-win environment.

RELATED COMPETENCY CATEGORIES:

- **Change Management—**
Proactively seeks opportunities to redirect self, others, and the organization to achieve desired results.
- **Adaptability—**
Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.
- **Leadership—**
Drives business results by aligning the vision, mission, and values to enhance business value.

Creating Organizational Impact

SUMMARY

To achieve organizational impact as facilitators, keep these key areas in mind: organizational relevance, customer relevance, and individual relevance. You should see how internal and external customers will be easier to satisfy when you implement new ideas and initiatives. A key asset for facilitators is helping associates see how they will benefit from new behaviors and attitudes. This is what really creates buy-in to organizational objectives. You should strive to teach people how to be more effective, less stressed, and get more satisfaction from their jobs.

CONTEXT

Organizations want improved organizational results. People want to make their jobs easier and be more effective. Our job as facilitators is to help associates see how organizational strategic objectives link to their department, their team, and their individual goals. Facilitators need to create win-win for individuals, while assuring measurable organizational impact.

At the completion of this module, participants will be able to:

- Draw connections between concepts and organizational goals and personal goals
- Identify high and low performance behaviors that link to strategic objectives
- Sell the value of organizational outcomes to team members

“Changing attitudes is wonderful if you’ve got 40, 50, maybe 1000 years. But if you want to see improvements before you die, you have to change behavior.”

—Lynn Martin