IRIS

Achieving Effective Culture Change

IRIS Consulting has achieved a breakthrough – real organisational culture change achieved in less than one year!

CREATING POSITIVE WORKING ENVIRONMENTS.

IRIS has developed an approach that has helped create positive working environments (PWE) in both public and private sector environments in less than a year.

Starting with a vision as to how the working environment should be, we have helped organisations to assess where they are on each of the elements in their checklist using the traffic light system. We have then developed action plans along with a charter of behaviours. The PWE tool has been successfully used:

- **Organisation wide**
- **On Leadership Development Programmes**
- **With individual departments**
- **With failing teams**

KEY QUESTIONS FOR ORGANISATIONS:

WHAT DO YOU WANT THAT YOU DON'T HAVE? (ACHIEVING)

WHAT DO YOU WANT THAT YOU ALREADY HAVE? (PRESERVING)

WHAT DON'T YOU HAVE BUT ALSO DON'T WANT? (AVOIDING)

WHAT DO YOU HAVE NOW THAT YOU DON'T WANT? (ELIMINATING)

HOW IS THIS ACHIEVED?

Our approach can reveal improvements in less than six weeks and follows specific pattern which ensures optimum results.

WHAT ARE THE BENEFITS?

Independent evaluations show:

- **Improved retention**
- **100% reduction in grievances and bullying and harassment complaints**
- **Organisation voted 'best place to work' in sector.**
- **Failing teams transformed in less than a year.**
- **Staff morale dramatically improved**

ANALYSING THE RESULTS

- **Needs immediate attention**   Level 1
- **Needs improvement**   Level 2
- **Considered good, but could improve**   Level 3
- **Considered excellent**   Level 4

SAMPLE CHECKLIST

CHARACTERISTICS OF A POSITIVE WORKING ENVIRONMENT

HIGH LEVEL PWE RESULTS

	Organisation	Department
Exclusive clubs and informal cliques do not exist.	63	53
The behaviour of managers is appropriate and reflects best practice.	71	59
Individual and departmental competition does not jeopardise the organisational identity.	50	53
There is a strong sense of loyalty to the organisation with the feeling of being integral to the organisation and a valued member.	66	63
Customer care, both internal and external, is afforded the highest priority by staff at all levels.	72	63

Each of the elements in the checklist are also analysed using distribution graphs as well as average results.

So, for example whilst the score for 'Exclusive clubs and informal cliques do not exist" may show an average score of "good but with room for improvement" , the distribution graph may show that a small number strongly disagree.

This will highlight the fact that there are possibly issues around a minority of staff having particular issues with this element. Our unique approach enables you to focus resources on the problem areas in each individual department or team.

Organisations that have used this approach have found a 90% reduction in bullying and harassment complaints along with improved retention & staff morale. Inevitably this has a positive impact on staff performance and productivity.

'When I first came in I was made to feel welcome by some, but I felt really excluded by others...
But now it is very different. I am learning the job and have had a lot of support including a training mentor."

"The atmosphere is better and it is a bit more laid back and a much nicer environment. . .
I don't wake up with the thoughts that I don't want to be there…….. "

"When I first started it was horrendous. The only thing that kept me going was thinking about my mortgage."

IRIS Consulting:

4 Ganton Street, London, W1F 7QL

www.irisconsulting.co.uk

Tel: +44 (0)20 7287 0822

E-Mail:marilyntyzack@irisconsulting.co.uk

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