

Organizational Alignment

An example of organizational alignment can be explained using the concept of “Four Organizational Pillars”. All the pillars need to be aligned for an organization to achieve a goal or a relationship development effort.

Four Organizational “Pillars”



Leadership (people-centered)	<ul style="list-style-type: none">• Create the vision• Provide the strategic plan• Inspire other people• Create the right atmosphere for team play and efficient decision-making• Set policy, etc.
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Process (how)	<ul style="list-style-type: none"> • How things get done • How products are made • How service is delivered • How meetings are conducted • How disputes are settled, etc.
People Systems (examples)	<ul style="list-style-type: none"> • Pay • Selection • Training • Communication • Conduct, etc.
Workplace Culture	<ul style="list-style-type: none"> • Social interaction among workers while on the job • The way people treat one another • The nature of relationship on the shop floor or in the office or on the job site

Questions/thoughts for discussion.....

- What is the difference between a “leader” and a “manager?”
(hint.....a leader typically focuses on people whereas a manager typically focuses on process)
- Can you be a good leader and not be a good manager?
- Can you be a good manager and not be a good leader?
- Can you learn leadership skills and therefore become a better leader?
- Why are “People Systems” so difficult to change?
- Are these pillars interrelated?
- What can you do to make your organization better?
- Why are some workplace cultures so productive and healthy and others are not?