

Business Matters

Delivering progress in a rapidly changing world

QUORTEX



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The challenging times that we live in are bringing focus to getting more for less in our businesses.

These challenging times are bringing focus to getting more for less from the resources in our businesses. Steven Covey (author of 'The 7 Habits . . .') argued at the recent European Conference for Customer Management that embracing the new paradigm of the 'knowledge worker' age will see businesses achieve a fifty fold increase in productivity over the 'industrial worker' age. This will require that people learn new mind sets, skill sets and tool sets – and that organisations shift to a leadership culture where individuals take initiative and can act independently to provide the focus, creativity and leverage to better achieve the organisation's goals and objectives.

However, Covey's research shows that most people are not thriving in their organisations. They are neither fulfilled nor excited, but are frustrated; unclear about where the organisation is going or what its highest priorities are. If the results of the research were applied to a football team only four players would know which goal was theirs; only two would care; only two would know what position to play and exactly what they were supposed to do; and all but two players would, in some way, be competing against their own team!! The challenge he argues is in helping people to find their 'voice' (their talent, passions, conscience and need) and to inspire their team and organisation to find theirs.

Read more in his most recent book 'The 8th Habit'.
Check this out for further reference and tools.

This analysis resonates with what many of our clients tell us. The challenge is often about getting real engagement, and creating an energy and environment which sustains new ways of operating. This is always more demanding than going through the motion of simply defining tasks and actions. Ultimately, for change to be sustained, people need to feel involved and have ownership of the solutions that they themselves, drive through; and that takes leadership – leadership in the sense where people want to find 'their voice' rather than formal positions on an org chart.

If you want to read how one of our clients experienced for themselves the difference that real engagement can make for a business, then read our **case study** from C&W International.

And if you'd like some practical tips on how to successfully drive change within a part of a business then why not read our **ViewPoint** on making change stick.

and finally...

What do you get when you mix the world's longest endurance car race, the best race circuit on the planet, 130 race cars (with 400 drivers), with the vagaries of the Belgium weather?

The answer is the 25hour Spa Francochamp Fun Cup (FCUK moment there!!) Challenge.

Hugh was part of a three man driver team to test their skills in their first endurance event. Starting 57th on the grid, they narrowly avoided a pre-start accident and continued untouched for 391 laps (over 1711 miles!) to finish in 37th place out of 133 starters. Exhausted, exhilarated and emotional, the team celebrated exceeding all their expectations.

Watch some of the adventure **here**.

Thank you.

We are **Quortex** and we do important **stuff** (help set up change programmes) and great **things** (provide expertise to help deliver change programmes).

So why not give us a call **0118 942 8025** and let's see what we can do to help you progress your business!

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