



Accelerating Organizational Effectiveness

CORPORATE CLARITY® INSIGHTS

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September 2015
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Newsletter Highlights:

Reflection

Accelerating Organizational Effectiveness

Clearing the Fog



Contact Kathy



Welcome to the September 2015 edition of **Corporate Clarity® Insights**. This newsletter is dedicated to the friends, colleagues and clients of Katherine Hart and ClearVision Consulting. Within you will find short, pithy and easy-to-apply insights for how to boost your business and personal effectiveness. As always, your feedback and ideas for improvement are appreciated.

Reflection

I've just returned from a 10-day sojourn to Ireland and London, ruminating on the lessons learned that can be applied upon arriving home. The main purpose of the trip was a family journey to witness my niece's graduation from the University of Limerick, coupled with a long-awaited tour of Northern Ireland. A final few days of cultural immersion was spent in London to visit the British Museum, friends in Cambridge, and several plays in the Covent Garden area. My insights, in no particular order:

- Carving out time for escape, relaxation and unplugging from day-to-day responsibilities provides a renewed sense of understanding of what's really important
- Regardless the amount of planning and preparation, when the unexpected occurs seize the moment and exploit it, rather than pining for what might have been
- Taking the time to get to know people and asking questions reveals amazing stories of triumphs and tragedies never imagined
- Missed travel connections, lack of sleep, and outrageous add-on fees, pale in comparison to seeing the undulating hills of green pastures, blue shimmering seas, and walking the paths of ancient civilizations
- While distinct cultures and histories separate people, the universals of nature, beauty, compassion and suffering bind us together

Where will Kathy be in September?

Attending the [Made in the Bay Area: Manufacturing Innovator's Forum](#) at the Oakland Marriott City Center on Wednesday, Sept 9 from 7:30 - 10:00 am

Joining the SBODN event of [Edgar Schein - Humble Consulting](#) in Sunnyvale on Monday, Sept 14 from 5:30 - 7:30 pm

Attending the ATD monthly event [How Twitter is Building a Learning Organization](#) at the Twitter Headquarters in San Francisco on Thursday, Sept 17 from 5:30 - 8:00 pm

Celebrating the ribbon cutting ceremony at the [Family Paths' New Signage](#) ribbon cutting ceremony at 1727 Martin Luther King Jr Way, Oakland on Friday, Sept 18 at 11:30 am

Traveling with her family for their annual sojourn to **Fort Bragg** for the weekend of Sept 18 - 20

Joining the OD Network webinar [Video Tools, Tactics, Know How - Optimizing Organizational Storytelling for Leadership, Change & Engagement Efforts](#) on Thursday, Sept 24 at 9:00 am

New Opportunities to Connect with Kathy and Ideas to Accelerate Organizational Effectiveness

Check out Kathy's twice weekly [Blog](#) posts every Tuesday and Friday. If you have information you would like to share, [let us know](#).

Kathy will share a mid-month white paper with our loyal readers as a special thank you to those who have encouraged these in-depth articles on topics of organizational effectiveness.

Connect via
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Accelerating Organizational Effectiveness

Policy or Service

Policies are the written rules and procedures put in place to create consistency, sense of fairness and easily repeatable outcomes. Within the bastions of business policies are necessary requirements for maintaining smooth operational and organizational functioning. However, when followed to the exclusion of common sense or indifference to the human plight, policies can also become stifling, restrictive, and suppress the human spirit. Not to mention entice or exclude customers. Two different companies and how they empowered their staff to monitor the policies imposed are lessons in customer service.

- The first company, a distillery in the town of Bushmills, provided a free tasting following the customer tour. Their policy was to only serve the base product, reserving the higher grade mixtures for retail sale only. When asked for a *wee dram*, willing to pay for the privilege, one was provided at no cost. The result was not only a purchase of stock for travels home, but subsequent purchases along the trip from pub to pub.
- The second company, a hotel in the town of Limerick, had been booked in advance with the understanding that specific dates may need to be shifted. Upon arrival, it was shared that while the dates were indeed changed, a fee would be imposed because the wrong type of form had been booked via the online process. When asked for some type of understanding and small reduction in fee, the clerk responded that her job was to enforce the policies. And while the outcome is still pending, it will be an eternity before that hotel is ever booked again, not to mention subsequent negative publicity.

What drives your company, policy or service?

Clearing the Fog - Personal Actions for Gaining Cultural Insights

- **Seek Out and Attend Cultural Events**
While traveling abroad certainly affords the opportunity for cultural immersion, attending a local cultural event closer to home offers the same opportunity but at a much more affordable budget and shorter period of time. By cultural event I mean one where you are the minority in attendance, and the rituals and observations practiced are alien to you. It could be attending a different religious ceremony, finding and attending a cultural celebration, or maybe just exploring a neighborhood that is predominantly different. Whatever it is, make the conscious effort to learn about and expose yourself to different cultures. You will be amazed what you learn about yourself in the process.
- **Ask Questions of Those Providing You Service**
Whether it is the taxi driver picking you up, the hotel maid cleaning your room, or the bartender pouring your drink, be curious about them, what they do, and make some type of personal connection. Too often I observe people so tied into

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their electronics that they are oblivious to those providing needed services. Even if you may never see them again, take the time to get to know them for just a few minutes. The stories you may be privileged to learn will astound you.

- **Explore an Area You've Never Been**
Whether it's a site you've never been to, a monument you've never explored, or a town you've just been itching to visit, schedule time on your calendar to make the trip. It is appalling that people live with the most superb cultural wonders in their own backyard and never take the time to visit. Heck, if you won't do it on your own, invite out-of-town friends to visit and make it a point to take them!

September Reading List:

The Boys in the Boat by *Daniel James Brown*

An inspiring, true story of nine working-class college athletes from the University of Washington who came together as an eight-oar rowing team to win the gold medal at the 1936 Berlin Olympics. The author has the distinct ability to craft a story that pulls you in right at the first page, providing the historical context and individual plot lines that makes this a terrific read. Beyond being a story of courage, persistence and endurance, it has several deeper level business messages to convey. The first being, how do you determine from a large group of raw talent which people will work best together? Do you have the ability to question your judgment, take the time to analyze each individual's strengths, and deliberately mix up the group to see who works best together? And the second, once you find groups that work well together, do you have the persistence, courage and leadership to galvanize, engage, and encourage those groups to work towards higher and higher levels of team performance? The challenges and triumphs of leadership are interwoven into the fabric of this book.

Our goal is to provide you with simple and clear actions to accelerate effectiveness in your life and organization. You now have a choice. If you don't want to receive future issues, follow the information below to unsubscribe. If you liked what you read, share the information with a friend or colleague.

Kathy Hart

President of ClearVision Consulting

Be sure to check out ClearVision's [Free Resources](#) page on the [website](#). Come back periodically as we will continue to post articles and topics of interest.

Kathy Is a Member of:



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ClearVision Consulting was founded in 2005 with the express purpose of promoting the potential of people within business environments. Key consulting services offered to accelerate organizational effectiveness and improve human performance include:

- [Strategic Planning](#) that jump-starts strategic thinking and long-term planning
- [Organizational Improvement](#) that identifies efficiencies and increases the speed of execution
- [Leadership Coaching and Team Development](#) that boosts leader and team performance

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