

## The Power of Organizational & Systems Coaching

Do the leaders and teams in your organization struggle with any of the following?

- Poor or toxic communication patterns
- Ineffective or confusing communication
- Unproductive or low team morale or low positivity
- Conflict avoidance or poor conflict resolution
- Low creativity, productivity or team synergy
- Role confusion or poorly occupied roles

While research has conclusively found that IQ is the best indicator for educational status, Emotional and Social Intelligence seems to be the best determinant of one's level of achievement and success in most professions (Goleman 2006, Shoda, Mishel, & Peake 1990, Durlak & Weissberg 2007).

However, reading about or understanding Emotional Intelligence alone will not resolve the challenges listed above.

### What is Relationship Systems Intelligence (RSI<sup>1</sup>) and how can it help?

Emotional Intelligence begins with an understanding of oneself, Social Intelligence includes an understanding of other's emotional experience, and Systems Intelligence culminates with the ability to identify with and collaborate with groups, teams, communities and other social systems.

We have all had an experience on a sports team, with a choral group or on a project team where individual egos were melded into something much greater and true creative synergy occurs. That "being in the zone together" is the experience of Systems Intelligence.

Individuals and organizations vary in their level of Systems Intelligence. Some may need to work on strengthening Emotional Intelligence, others may need training in Social Intelligence and more advanced clients are ready to work with Systems Intelligence. Together the three forms of Intelligence create flexible, resilient leaders and teams.

### What is Organization and Relationship Systems Coaching (ORSC)<sup>™</sup>?

ORSC is an integrated and robust coaching model based on Systems Intelligence

### What are the Benefits of Organizational Systems Coaching?

By utilizing skilled ORSC practitioners, leaders and teams will:

- Create a culture of positive interaction and high achievement.
- See how individuals and departments impact one another, and identify possible improvements.

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<sup>1</sup> Relationship Systems Intelligence as developed by CRRGlobal.com

- Take in the whole picture of the organization, and understand the experiences being had by other individuals or departments.
- Be more resilient, positive and fearless in the face of conflict.
- Build morale, increase productivity, and have more fun at work.
- Identify the sources of negativity in a team, and what to do to help team members choose a more productive way to relate with one another.
- Re-inspire their team or direct reports. Renew their motivation and sense of purpose. Re-energize their efforts and jump-start their creativity.
- Be better equipped to handle mergers, acquisitions, downsizing and growth.
- Be more engaged, inspired and adept at navigating politically-charged situations.
- Understand what your organization, team, or partnership wants from you and your colleagues.
- Address negative practices and beliefs that can “haunt” organizations that have long histories.

### Behaviors That Build RSI

Building RSI doesn't have to be difficult; however it does require practice and the ability to truly hold the perspective of the system, team or group. Some of the behaviors that support these dialogues, and that are central to RSI are:

1. Avoiding toxic communication styles including: blaming, defensiveness, stonewalling, contempt and controlling.
2. Increasing positivity during conflict, even during serious or difficult conversations.
3. Practicing Appreciative Inquiry where one builds on ideas after appreciating what was said by the other parties.
4. Enabling all voices in the system to be heard and honored, including the unpopular ones.
5. Increasing positivity on a team until there is a 5:1 ratio of positive-to-negative interactions.

For each of these items, simple awareness can start to create a shift. However, to really make a change we recommend discussing tools and approaches that can be used to harness the capacity of your organization, teams and leaders.

Call or email me for a complementary conversation and demonstration of the power of this process.

### *Richard*

Richard Marks: Consulting + Coaching. As a consultant, coach and change leader, Richard strategically advises and supports businesses, organizations, and individuals, enabling them to identify and unlock hidden obstacles to success so that they can achieve greatness. He brings over 25 years' experience improving performance with leaders and teams of all sizes, in companies as diverse as Cisco Systems, Global-ID, FEMA, HP, and PG&E, and is trained in the **Organization and Relationship Systems Coaching** (ORSC) methodology.