

ORGANIZATIONAL DIAGNOSIS

QUESTIONS AND ANSWERS

CLIENTS STORIES

A new organisation to better face the changes

A big change was forecasted in our company. We did a report on our strengths and dysfunctions. This allows us to anticipate the blocking points and to improve our organisation to live this change with more serenity and efficiency.

Define the main levers to restore growth

Till recently, we had a great growth. This partly disguised some internal functioning issues. Last year, we lost turnover. We decided to do an organizational diagnosis to understand what was wrong and what levers we could act to restore our growth. We faced the facts and made the right changes.



What is an organizational diagnosis?

It is an audit and decision-making tool.

It allows to settle a diagnosis on structures and on human dynamics.

It pinpoints the main levers to act to reinforce performance and productivity & coherence and cohesion within teams

- **A global and systemic analysis**

You will have a HQ picture of:

Performance and coherence of your organisation
Cooperation within your teams
Performance of the leadership

- **A light and complete method**

The diagnosis is based on in-depth interviews of the different stakeholders. Those interviews are led by an experimented coach to help the production of ideas and opinions.

- **A systemic approach internationally recognized**

This approach comes from what is called Eric Berne's organizational Theory. There has been a lot of studies and scientific articles on that topics for more than 50 years.

Those diagnoses can be completed by team building, coaching or support on change management projects.

Prepare my succession

I was the CEO of an SMI that I built. I wanted to retire and found the person who would replace me. We decided together to do a light diagnosis. My successor had a high quality picture of the strengths of the company and of the improvements he had to do. We had a feedback of the atmosphere within the teams and could anticipate the potential blocking points to my succession. I could retire with more serenity.

The rights actions at the right moment

We were alerted by an increase of turn over and sick leaves in our company. The organizational diagnosis allowed us to pinpoint our strengths and weaknesses. We rapidly settled the corrective actions.

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What are the different steps of an organizational diagnosis?

First Step : meeting and exploration

Meeting with the manager and HR to :

- share information about context and goals of the support
- give information and answer questions
- >>> **Contract with objectives and framework for action**



Second Step : co-building with the leader

- define the key questions that will guide the interviews
- define the interview sample
- prepare the logistics



Third Step: interviews and data analysis

- In-depth interviews led by a coach
- data are structured and analyzed thanks to an analytical framework based on Eric Berne's Organizational Theory



Fourth Step: presentation of the results

- presentation of the results to the leader
- option : presentation to the board and to employees
- co-building with the leader of the key levers to act
- option : team building of the board to deeper work on changes



Fifth Step (option) : follow up

- support of the board or of the teams for change management, different challenges, roll out...