

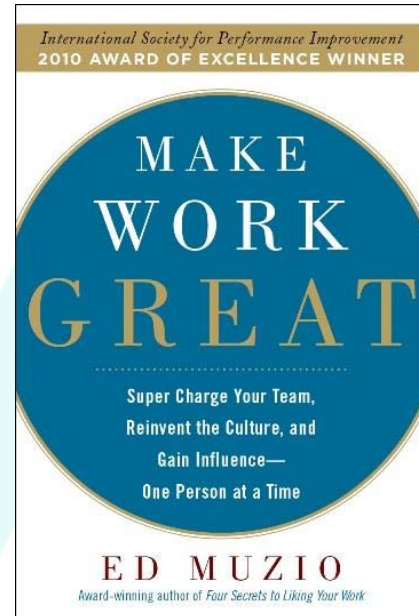
It's All "Their" Fault...



Employees and managers unanimously agree: senior leadership doesn't "get it." Their misguided improvement attempts cause stress, created confusion, and destroy output.

Executives and leaders know their subordinates don't understand the big picture, and they don't take enough responsibility for their work. Their unpredictable work habits and results create costly problems that must be cleaned up by others.

Divisions, departments, groups, and even individuals report struggles in dealing with their tremendously difficult counterparts. **"Until 'they' figure out how important our work is, and support it, our suffering won't end."**



Forget engagement, forget productivity, there's nothing we can do. Everybody, at every level, confirms in hushed tones that the real problem is "them, not us." Meanwhile, stress, overload, and frustration are the norm, and the problem gets the label of "culture."

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An organization's culture is a set of precedents, approaches that have worked in the past that get applied to the present. Culture is dynamic, and it influences everything else about the workplace: perceptions, decisions, output, and stress levels. Yet, it is nothing more than a set of behavioral patterns that has perpetuated over time throughout the human network of the workplace.

When any of the humans at any level models a different set of patterns, change becomes possible. When those patterns are effective enough to propagate through the system naturally, change happens automatically.

Make Work Great is the answer to this unsolvable problem. It is Ed Muzio's award winning book published by McGraw-Hill, and a group learning sequence of the same name developed by Ed and presented by Group Harmonics.

Make Work Great is a research-based, practically applied path to cultural change ... in just few minutes each day.