



A Tale of Two Cities

Human dynamics in our organizations can be tricky and because the personalities in each of our workplaces are unique, we may think that the issues are too. Through our work with long-term care leaders across the country, we have come to understand that many of the difficulties we face are connected to the quality of relationships between and among leaders and staff.

Two long-term care organizations, one on the east coast and one in the mid-west, asked us to help them drill down on these important relational issues. The goal of the work was to identify problem areas to determine where qualitative improvements were necessary and identify opportunities to improve retention. Our process included interviews with senior and mid-level leaders and an online survey that staff could access through a confidential QR code.

Employees at all levels and in both organizations talked about lack of cohesion among the leadership team, a sense of disconnection among departments and the negative dynamic between executive leadership and the rest of the organization. Lack of trust was another critical issue which impacted the organizations' productivity, morale, and the psychological safety of employees. Ineffective communication spoke to the lack of transparency, compassion and the negative or counterproductive way in which interactions occurred.

Sound familiar? Reach out if you'd like to learn more about our process. We can help.

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