



## The Final Outcome

### The Final outcome, or linking the output of the part to the output of the whole

|                             |                                                                                                                                    |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Behaviours</b>           | Do you do what you say you are going to do, are you thoughtful, supportive, etc; are you an ambassador for the rules of the house? |
|                             | +                                                                                                                                  |
| <b>Interpersonal skills</b> | Can you communicate, plan, review, motivate and persuade people who have different needs and wants to you. ?                       |
|                             | +                                                                                                                                  |
| <b>Technical Competence</b> | Can you tell a widget from a washer?                                                                                               |
|                             | =                                                                                                                                  |
| <b>Capability</b>           | The optimum personal output.                      The full suitcase                                                                |

But this optimum output is worth nothing if put to the wrong purpose. So:-

|                   |                                                                                                                                                                               |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   | <b>Capability</b>                                                                                                                                                             |
|                   | +                                                                                                                                                                             |
| <b>Leadership</b> | Determine the Purpose; the “ <b>Do the Right Thing</b> ” that the capability will be bent towards. Be Effective                                                               |
|                   | +                                                                                                                                                                             |
| <b>Management</b> | Determine the best Process that will deliver the Purpose. Assemble and manage teams that will use the Process to deliver the Purpose. “ <b>Do Things Right</b> ” Be Efficient |
|                   | =                                                                                                                                                                             |
|                   | <b>Capacity</b>                                                                                                                                                               |
|                   | The optimum organisational output.                                                                                                                                            |

We therefore can recognise that organisational capacity is literally the summation of millions of interactions; each of which are a consequence of the qualities of behaviour, interpersonal skills, technical competence, leadership and management between every individual.

As organisations reinvent themselves to provide the service customers want now, and in the future, individuals have to reinvent themselves so they can continue to help. The need to continuously do things differently is an anathema to most people. The fear of letting others down, the fear of not being in the team, Maslow et al, overrides almost all other criteria for determining daily contribution.

Therefore organisations that creates a landscape that enables continuous improvement to be stimulating, but safe for its team members; are the ones that thrive and prosper.

|  |                                                               |
|--|---------------------------------------------------------------|
|  | <b>Capacity</b>                                               |
|  | +                                                             |
|  | <b>Continuous Improvement</b>                                 |
|  | The ability to learn new ways without a loss of effectiveness |
|  | =                                                             |
|  | <b>The Final Outcome What you get for your money</b>          |