



By far the most significant challenge facing organizational change efforts were “people” challenges (e.g. changing mindsets 58%; organizational culture 49%).

— *Making Change Work*, MIT, 2008



Fast moving work environments need people who know how to team, people who have the skills and the flexibility to act in moments of potential collaboration when and where they appear.

— *Teaming*, Amy Edmondson, 2012

What is Systems Coaching?

Organizations are complex systems. Systems Coaching is a high-touch, tailored approach to supporting organizations, teams, and partnerships. A systems coach has a broad toolkit to work with. You can expect a systems coach to:

- Ensure that multiple perspectives are brought to bear on an issue
- Pave the way for healthy ongoing communication
- Strengthen the emotional intelligence of senior teams
- Offer skill development that supports constructive behavior change
- Structure and facilitate difficult conversations
- Bring a fresh approach to an entrenched challenge

Why invest in Systems Coaching?

- **Increase in productivity and positivity:** higher outputs by staff
- **Retention** of quality talent; reduction in recruitment and training costs
- **Improved communication & cooperation:** reduction of silos and increase of skill building
- **Efficient decision-making and information sharing** across the organization
- **Rapid conflict resolution** and the creation of solutions that will result in increased efficiencies
- **Resilience to navigate change** and increase in percentage of change effectiveness

When to engage a Systems Coach?

When you are preparing for or navigating any of the following you are going to encounter disequilibrium in your organizational system. These are times to be intentionally guided by a coach:

- Leadership Transition
- Collaborative Venture
- Organizational Restructuring
- Merger
- Downsizing or Sun-setting