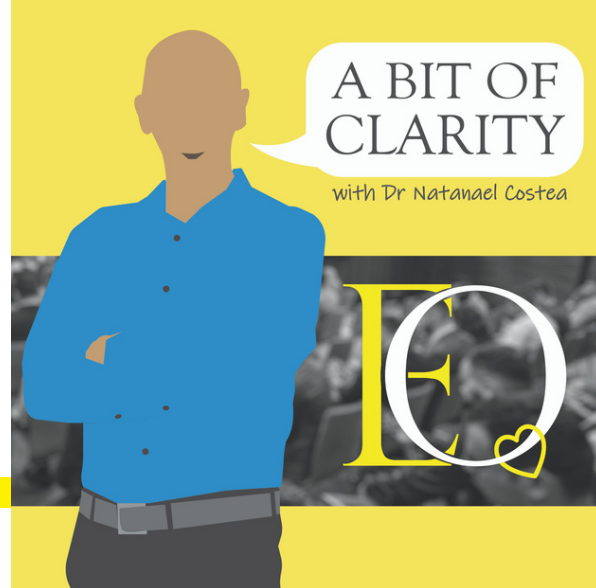


# EP 037 ORGANIZATIONAL AWARENESS



## SHOW NOTES

### OBJECTIVE

> Develop an understanding of organizational awareness.

### UNDERSTANDING ORGANIZATIONAL AWARENESS

**Organizational Awareness** is the ability to understand an organization's **structure** and **operational processes**, inner workings, including how things are achieved informally. It includes identifying emotional currents and power relationships, influencers, networks, and dynamics within the organization. In addition, it means an ability to understand the organization's **clients** and **vendors**, understand their business objectives and operations, and act with their best interest in mind. It is a combination of emotional intelligence, deep experience, intuition and gut feel. It is a **seventh sense**, the ability to quickly grasp what is working and what is destined for failure, with accuracy and with boldness.

### MAIN ELEMENTS OF ORGANIZATIONAL AWARENESS

> **Communication.** Communication is one primary element of organizational awareness. A person with organizational awareness uses his or her understanding of the nature of the relationships, hierarchies, and decision-making processes to communicate more effectively.

> **Systems and Processes.** Another element is the ability to take a systems and processes view of the organization. The effective organizational aware person is able, on a day-to-day level, to resolve issues by focusing on their causes.

### THREE LEVELS OF ORGANIZATIONAL AWARENESS (TRIPLE FOCUS)

**1. Inner Focus: Self-Awareness and Self-Management.** Managers need self-awareness to assess their own strengths and weaknesses, and so surround themselves with a team of people whose strengths in those core abilities complement their own. This means inner focus.

**2. Other Focus: Empathy and Interpersonal Relationships.** Companies also need leaders who have an 'other focus' view; who understand the motivations of their employees and want to help other people be successful, too.

**3. Outer Focus: Awareness of Whole Organization.** This means constant questioning and listening; inquiry, probing, and reflecting - gathering insights and perspectives from other people. This active engagement leads to smarter questions, better learning, and a more sensitive early warning radar to coming changes.

### APPLICATION

> Think and note down one specific way you can grow your inner focus, other focus and outer focus in your organization.

### RESOURCES

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