

WHO WE HELP

The 3% Dilemma

The effects of conflicts, disputes, critical negotiations, other concerns, and related stress on you and your organization are easy to underestimate. You and your managers may often think the solution is just around the next corner. But the only thing around that corner is another corner. Problems tend to drag on for unpredictable outcomes, and the organization slows down.

Ask yourself the following questions about these problems and the stress:

- ❖ Are they now consuming or endangering more than 3% of any resource?
- ❖ Are they taking up more than 3% of the time or mental energy for you or your managers?
- ❖ Are they threatening to derail more than 3% of the value of your business plans?

If the answer to any of these questions is *yes*, or even *maybe*, you and your organization are probably endangered by **The 3% Dilemma**: Today, with markets and resources filled with problems for many businesses, *just 1% or 2% less productivity or more in costs can spell the margin between flourishing and fighting for survival. Time for a new strategy....*

Like chicken soup

Like chicken soup, simple systems that solve problems before they escalate not only make you feel better, they ease the pain – by mitigating risks, producing more predictable outcomes, and delivering fair and equitable solutions. Reducing costs while boosting production, and feeling better by eliminating distractions seem a triple win – a beginning for you to provide even better products and services more efficiently.

We help decision-makers, those who work with them, and others who advise and serve all kinds of organizations. We will work with you if you are someone who has:

- ❖ **Vision** – vision enables you to efficiently separate the important from the unimportant and move quickly to reevaluate priorities to reach agreements. Vision fuels your passion, solidifies your commitment, and gives you direction.
- ❖ **Passion** – you pursue and are dedicated to the truth because it serves you, even if it's unpleasant.
- ❖ **Commitment** – your commitment to the success of your business is so strong you welcome and can accept other people's ideas that can make it better. In fact, your business is more important than proving you are right in a dispute.
- ❖ **Self-Awareness** – you recognize some solutions to problems can be more satisfying than others, and you are willing to take responsibility for reaching those solutions.
- ❖ **Decisiveness** – you are ready to exploit unexpected opportunities that may manifest.



Karolina Grabowski/Pexels

We want to work with you. We're committed to improving your communication and problem solving, so you can find the best solutions possible. Whether circumstances are brewing or are already active, it is possible to achieve fair and equitable solutions based on the real interests of everyone involved, so your organization operates more smoothly and effectively.

Effective across many situations

Conflicts and disputes take many forms, but the struggles they lead to are remarkably similar. We help people in a wide variety of circumstances – for example, circumstances in which we operate include:

- ❖ **An organizational culture ready to improve** – You know that fair, engaged and inclusive organizational cultures based on values, respect, and safety reduce costs, produce more reliable outcomes, increase productivity, improve workplaces, develop self-responsibility, and inspire employee loyalty.
- ❖ **A dispute involving the Board, shareholders, management or successors** – You know conflict at the top can destroy an organization. These disputes monopolize attention and freeze the company.
- ❖ **A stuck or time critical negotiation** – You know even for great negotiators, advantageous deals may perish on the vine for any number of reasons, or produce unworkable conditions.

We Work With Leaders

We work with decision-makers – and those who work with and for them – in profit and nonprofit, as well as governmental and educational organizations of all types. For example:

- **Senior executives** – including C-Level and other key players
- **Principles** – including owners, partners, principles, investors, stockholders, directors, successors and family
- **Professionals** – including attorneys, accountants, business brokers, change management experts, and other consultants
- **Managers**, supervisors, team leaders
- **HR professionals**
- **Developers** and planners

- ❖ **Obstacles to new objectives** – You want to move in a new direction, but a contract or existing relationship limits your strategic mobility – perhaps it's one with a strategic partner, outsource manufacturer or vendor.

- ❖ **Endangered relationships** – You know contracts are valuable for establishing *what's*, but they usually leave it to the parties to work out the *how's*. Time is always critical, especially on large projects with a deadline.

- ❖ **Intellectual Property and licensing** – You know it doesn't matter which side you're on, or the precise subject, IP disputes are expensive and often crippling.

- ❖ **Frictions jeopardizing customer relationships** – Perhaps a customer is unhappy, hopes to renegotiate the price after delivery, or even wants to sue you. Or, you may have different departments, like engineering and sales, with conflicting objectives.

Clear success is measurable

Real solutions must, of course, be easy & effective, with a clear ROI, and they may include:

1. **Measurable reduction** of compliance, liabilities, legal costs, and use of resources to support grievances and lawsuits – plus intangible benefits from better managed outcomes, as well as avoiding official legal notifications, written records & sticky consequences.
2. **Measurable reduction** of employee burnout, absenteeism, presenteeism, turnover & replacement costs.
3. **Measurable increase** in productivity, plus intangible increase in employee communication & satisfaction.
4. **Intangible benefits** from early warnings & de-escalation of developing issues for organizational concern.
5. **Measurable and intangible** protection of brand and reputation.