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Company/Organization: Thriving Business Partners

Challenge or Opportunity:

Two business partners owning a manufacturing business had substantial challenges in their relationship. Many problems did not get addressed, and others not in a timely manner. Much negativity showed, and was transferred on to the employees also. Employee morale and engagement was low.

Approach or Solution:

I offered my services as impartial listener and consultant. I looked at their business and saw it having great untapped potential. Too much energy was wasted on the negative relationship between the partners, which prevented them from moving forward and take advantage of the opportunities easily and on a timely basis.

To start with, I taught them how to listen to each other, listen to fully understand, without judgment.

I had them say it all, holding back nothing. I had them express their needs and wants.

I had them establish a routine for communicating regularly.

I had them fully express their hopes, dreams and vision for the business and for their lives.

I had them establish a system for making and keeping clear commitments to each other.

I had them institute more regular and full communication with their employees.

I followed up with quarterly visits and observation of their meetings, listening for opportunities to further improve the relationship. I was also available to them in the interim, when there were issues which impeded their progress.

Impact:

Both partners became inspired to pursue the business with renewed vigor and commitment.

They felt relieved that everything could be and was discussed promptly and with ease. Nothing stayed hidden in the closet. Problems were solved more easily and more promptly. Blaming each other was banished.

Employees quickly felt the new positive energy permeating the organization and approached their jobs with a new commitment. Morale and engagement improved quickly, with resultant increased production and service output. Fewer mistakes and accidents. More creative ideas were offered and easily floated up to the owners' level. Employees enjoyed coming to work again. So did the partners.