

OPERATIONAL HIERARCHY

VERSUS

CULTURAL HIERARCHY

ONE WE NEED AND ONE WE MUST AVOID



Provides the framework that outlines who is responsible for each part of the organisation.

Clearly defines specific roles.

Outlines the responsibilities and accountability within the organisation.

Ensures that there is a structure to enable things to get done.



Gives people different levels of importance and value.

Prevents everyone from sharing their experience, expertise and ideas.

Prevents collaboration and innovation across the whole organisation.

Marginalises the 'voice' and therefore the engagement of some employees.

Is the culture one in which people feel safe to take risks, innovate, to make mistakes (then rectify them)? If not, why not?

Are there planned systems and opportunities to get feedback, reflection and gather ideas from all members of staff? How? How often?

Are there targeted opportunities for people, at all levels, to collaborate, problem-solve and innovate?

