Genuine Contact™

...providing a holistic approach to organizational success

What Is a Genuine Contact Organization?

The Genuine Contact Organization (GCO) is highly successful in getting its work done, maintaining high staff morale, fulfilling its purpose, achieving its vision, and creating emergent conditions and actions for new visions and their achievement. The GCO gets its business done in an effective and efficient way, achieving maximum benefit from the intellectual and intuitive knowledge of the individuals involved and of the collective. No two GCO's look alike. There is no model to follow to develop as a GCO because all organizations are organic and cannot fit into someone else's template. I, Birgitt Williams, along with my staff during the time that I was a CEO, developed the first intentional Conscious Open Space Organization through a process of trial and error, synchronicities, and our conscious attention to our own process as we developed.

From this initial work with the Conscious Open Space Organization as well as more than a decade working internationally with organizations seeking a way of operating that could help them to achieve greater and greater success, the concept of the Genuine Contact Organization evolved.

Within the Genuine Contact Organization, there are key focal points that are attended to, a holistic framework to operate within, principled leadership, and a different way of managing. Use is made of a variety of tools and techniques that may already be part of the skills and resources of the organization including participatory meeting methodologies such as Open Space Technology, Whole Person Process Facilitation, Appreciative Inquiry, and World Café as well as on-line resources such as the OpenSpace-Online® Real-Time Conference System for conducting on-line Open Space Technology meetings.

Within the GCO, a comprehensive blended approach within a holistic framework enables the organization to choose what is right for it in every situation, relying on skills, knowledge and capacity developed "in-house" and leading its own ongoing change from within. Frequent use is made of Open Space Technology; Whole Person Process Facilitation; and when needed Cross Cultural Conflict Resolution.

All people within a GCO have the opportunity to achieve mastery of their work, both the regular tasks/work and individual/collective performance challenges. This mastery includes accessing intellectual and intuitive knowledge and the wisdom for applying it. The people have an environment that supports their individual health and balance, resulting in less sick time off and better employee retention.

The GCO is an organization that is alive, aware and chooses to nurture and strengthen its life for optimal performance. It allows the creation of the space needed for optimal accessing of its potential, possibilities, creativity, innovations, imagination, inspiration, insights, solutions, resolution, commitment, and focused action. It works from its strengths. It identifies and removes barriers. It sustains health and balance for the benefit of the organization and the

people within it. If you have ever participated in an Open Space Technology meeting, it is easier to imagine the GCO because it mirrors the same high performance that is experienced during an Open Space Technology meeting, but on a daily basis rather than just at an event.

What is a Major Challenge Today for Organizations?

On an ongoing basis organizations today need to find solutions to complex problems in a very short period of time and then to have rapid implementation of the solution throughout the organization. They need to increase their capacity to navigate with change and take advantage of opportunities as they arise.

Are You Working at Peak Effectiveness and Efficiency as a Spirited Organization?

Your organization has vast resources and strengths, only some of which are being utilized. The resources and strengths include great potential, possibilities, wisdom from intellectual and intuitive knowledge; self managed work and work/project teams, inspiration, creativity and solutions.

If your organization is like most, over time, barriers emerged that minimized your ability to access your vast resources and strengths. Today, you are not achieving maximum benefit from your vast resources. It is difficult to see and experience the organization that lies just beneath these barriers. We assure you that it is there and ready to be tapped into. We refer to this organization that is just beneath these barriers as the Open Space Organization. Beneath the barriers is an inspired organization waiting to operate with full capacity and potential.

Do you want to consistently Access Your Vast Resources over the Long-Term for Optimal Performance?

To consistently access your vast resources over time will require the re-creation of a healthy and balanced foundation. Optimal health includes removing barriers, nurturing strengths and resources, and maintaining balance for it all to keep working successfully over the long term. Accessing your vast resources also requires the space needed for the full potential of people and the organization to be utilized.

The space gets created through clearly defined boundaries of what is non-negotiable so that the people within the organization and the organization as a whole know where the space is for unlimited inspiration and resulting focused action. Meetings are a prime catalyst for optimal effectiveness when they are highly participatory and done well. Management learns to manage differently, learning to work with the organization as organic. We call the resulting organization, a ‘Conscious’ Open Space Organization. Everyone in the organization, not only the leadership, is conscious of working to their peak individual and collective potential.

What Development work is Necessary in Intentionally Developing as a Genuine Contact Organization?

In developing as a GCO, all participants in the organization become aware of the organization as a GCO that is alive, is organic in nature and is filled with untapped potential and possibilities. All participants become involved with developing the organization to have optimal performance

through nurturing life rather than depleting life. Some of the development work that is necessary includes:

- How the organization is perceived by those who are involved with it and how it is consciously developed on an ongoing basis as it evolves and grows so that it can thrive in changing times. This includes a focus on health and balance.
- Identifying what works and how to strengthen it.
- Identifying what doesn't work and how to overcome it.
- Principled spirited leadership leading in the chosen direction.
- A vision that is clear, focused, and achievable.
- How the individuals in the organization are perceived, treated, involved, held accountable, and rewarded.
- Changing leadership and management functions, including how authority, accountability and responsibility are carried out throughout the organization.
- Changing structure, ensuring that "form follows function", so that the structure supports rather than hinders the effective work of the organization. Structure includes work and communications processes.
- Regular use of participative meetings. Participative meetings that are recommended include Open Space Technology, Whole Person Process Facilitation, Appreciative Inquiry, and World Café. When people cannot gather in person, use of a highly participative on-line meetings using software such as OpenSpace-Online® Real-Time Conference System

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