

rpPaq™ ... an overview for the new client

The need and the solution: Great organizations continuously pursue improvements in worker productivity, quality of work, workforce agility, innovation or engagement along with precise, predictive strategic hiring. Increasingly, traditional tools and methods for sustaining high-performance work don't demonstrate attractive results or compelling ROI. Furthermore, many who have critical front-line accountability are poorly outfitted to respond to today's fluid talent stewardship conditions. To solve their challenges, workplaces share four emerging requirements:

- A. Accurate, complete **framing of work** today, acceptable to both organization *and* worker.
- B. **Rolling work quality notifications** for organization *and* worker with **parameter standards**.
- C. Distributed **means to continuously improve** work quality by management *or* workers.
- D. Enterprise **analytics of status and trends** of work quality, referenced to **external indices**.

RpPaq™ is a highly effective, inexpensive approach designed to address these four needs. It equips *both* organization and worker with an *integrated* package of *fast, easy-to-use* components:

1. *Work's a We Thing* and *Discussion Guide*: instructs work relation principles/perspectives.
2. *rpCamera*™: informs and reinforces each month in regards to respective work quality (**QR**™).
3. *rpMat*™ and *rpWeaver*™: outfits dialog and agreement for collaborative work improvement.
4. *rpAnalytics*™: status and trends of work quality w/reference and knowledge management.
5. *Neutral*, online 3rd party support platform ensuring *trust* and offering *unbiased credibility*.
6. rpPaq is *extensible* to organizational and work role design, recruitment and innovation.

Getting started: rpPaq is a distributed application and is self-directed, organic and viral for the use and benefit of all hierarchal layers of an organization from the executive suites to all front line work roles. This responds pragmatically to the typical absence of available resources within leaner, nimble organizations. Training, HR or IT installation are not necessary. It's designed to lighten existing burdens while amplifying gains of management and workers. The organization will generally find immediate R.O.I. and sustainable success with rpPaq however it chooses to begin or wherever it chooses to deploy. An attached document describes a few immediate workforce benefits with various deployment options (in right hand column). However, there are certain approaches that are encouraged for realizing the greatest gains within the shortest window of time:

- I. Applicable organizational leadership (direct, contiguous) should know and embrace *Work's a We Thing* principles (aka: *Relationship Performance*™). They should strive to demonstrate this in behaviors, thought, philosophies, language and communications as appropriate. The strategic and bottom line gains that can be derived by rpPaq merit applicable leaderships' reasonable attention.
- II. Organizations should "**sponsor**" rpPaq for its workers. They should initially communicate that by

GENERAL TALENT

doing so the organization is seeking to realize the many *shared benefits of knowing and elevating the quality of work relationships*, including *better work within better lives™*. By taking such a position, the organization places “ownership” of rpPaq *equally* into the hands of the worker, provides *evidence* of a balanced, neutral, mutually beneficial platform (as opposed to a “command and control” agenda) and clearly *distributes accountability* for better work to both parties for respective rewards (all of which are more congruent with reality). This approach additionally serves to facilitate purging of either party’s perspectives of entitlement or indifferences to the quality of their work relationship.

III. Though the *rpProcess™* is optional, a reasonable adherence to this process can be advantageous, especially in those circumstances with a presence of toxic points of view, or a workplace history of tensions, chronic issues or mistrust. Here is process summary (also see attached graphic):

1. Distribute *Work’s A We Thing* to applicable leaders, supervisors and workers. There are added benefits to encasing this book within a “tailored wrapper” that succinctly conveys your applicable leaders’ sincere, believable intent and positions rpPaq sponsorship. Preinstalled book wrappers and content assistance are available from General Talent.
 2. Distribute responsibilities for scheduling *informal and voluntary* sessions (after 2-3 weeks) to discuss (and debate) pertinent topics within or provoked by the book. Generally the groups should be 4-12 people per session for optimal effects. Request participants choose with 1-3 topics beforehand (from the 30 described in the *rpDiscussion Guide*). Allow the moderator of the discussion session to be selected by the participants (this may or may not be a member of management). We strongly encourage management be present who have read the book and who are prepared to advocate better work quality. Session settings should invite “roundtable” openness and candor. Exercise care that this does not become management’s “bully pulpit,” in any form. Offer support to such groups should they desire to pursue future, on going sessions for constructive purposes of generating *better work within better lives* within your organization. Allowing these organic discussions can provide critical reinforcement of the organization’s positive intent and be innovation venues for organizational betterment. Be prepared to respond constructively to skepticism (and in troubled environs, ...to cynicism). Expect only fractional reading of the book initially. More will do so with the passage of time as a reference resource. Encourage *anyone* who chooses to reach out to online support and General Talent directly for any assistance needed.
 3. Immediately after session, direct management should initiate *rpCamera’s* monthly capture and reporting for those work relationships. As QR results arrive, encourage timely responsiveness *by both parties* to any prevailing “opportunities” that may be revealed. For optimal effectiveness, encourage the use of *rpMat* for dialog structure and the use of *rpWeaver* to collaborate, form and archive Agreements for improvement accountabilities.
- IV. To the degree reasonable and practical, there can be a variety of benefits in “top downward” hierarchal deployment in discussion sessions and rpCamera. (Examples of benefits: fully engaged leadership, allowing most persons to initially participate in a “worker context,” and auto admin.)
- V. rpPaq, like a fine wine, *uniquely gets better with the passage of time*. Embrace and leverage this.

Reach out to your General Talent subject matter experts for any assistance or support you may need. Encourage your management team and workers to do likewise. **Your success is our success.**

Unleashing the power of people ... by design!™