

# J&L ORGANIZATIONAL SYSTEM SERVICES

Drawing on 20 years experience in academia and work in human service organizations, Dr. Yingling provides consulting services for human service, business, industry, and government organizations. Team members providing these services have had extensive experience in various organizational settings. The underlying philosophy of the offered services is based on the human systems principles taught by Dr. W. Edwards Deming. Assessing the human system functioning level in the organization and continually improving this human system will lead to increased and more effective long-term output.

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## Organizational system services include the following:

- **Human system functioning assessment**
  - **Conflict management trouble shooting and skills training**
  - **Mediation of internal employee relations conflicts**
  - **Inter-organization partnering facilitation**
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### Human System Functioning Assessment

□ Using assessment tools developed by team members, the foundation for improving the system is to understand the strengths and weaknesses of the system unit or entire organizational system. This process can be the starting place for effective team functioning. Hourly consulting services can enhance the total team implementation for the organization.

### Conflict Management Trouble Shooting & Skills Training

□ Team functioning is often impaired by unresolved conflict within the team members. Specific communication skills can be taught to define and effectively resolve troublesome conflict and enhance team effectiveness. Hourly consulting fees can provide the amount of service needed.

### Mediation of Internal Employee Relations Conflicts

□ Workplace conflict, which could develop into costly EEOC or other legal cases, can be resolved informally, privately, and collaboratively. The mediator facilitates this resolution process using a Transformative Model of mediation, generally within a few hours. This model has proven very effective with the US Postal Service. The mediator is trained and experienced in this model.

### Inter-Organization Partnering Facilitation

□ Successful teaming between contracting organizations requires clear and open communication. J&L offers facilitation services that include partnering workshops leading to adoption of a mutually endorsed partnership agreement.



*To explore how we can help you reach your human system goals, call:*

*J&L Human Systems Development at 972-771-9985*

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