

MAKING WORK A FULFILLING PART OF LIFE

**Applying the correct science of
people to build the social technology
of organizational design and
operation harnessing governance
and team efforts in achieving greater
success and satisfaction for both.**

Professionalism.

Clarity.

Focus.

Engagement.

Commitment.

**Increased
results.**

**Improved work-
life fulfillment
and
satisfaction.**

Making work a fulfilling part of life.

Applying the correct of science of people (the spiritual model of humanity) to build the social technology of organizational design and operation (OPD-HCD™) harnessing the efforts of governance and staff in achieving greater success and satisfaction for both.

Date: November 2022, version 1.1.

What is the spiritual model of humanity?

Spiritual model: Ideas set the direction of all action, emotions associated with those ideas set the intensity of action, combined they chart the course of our spirit through life and determine our life experience.

Choice: Humans choose the ideas they adopt and apply. Second, they can moderate the emotions associated with any idea.

Self-responsibility: Mind is the primary driver of all mental states. If not, if the person cannot alter their neural activity by choosing different ideas, it is defined as mental illness. The person is the only person with direct access to their own mind.

Ethical and moral priorities: Choice, integrity, application of reason to decide choices, balanced ideas, clarity of ideas, consistency of ideas across circumstance, consistency of emotions across ideas, moderation of emotion consistent with moderation and balance of ideas.

How does the spiritual model apply in organizations?

Choice: (1) People choose to be successful in their work and see work as important, integral part of life. (2) People agree the role specification defines success in their job at work. (3) People agree to achieve the agreed standards of performance as defined in the role specification.

Self-responsibility: People accept they, and they alone control their mind, and hence can control and moderate their behaviour at work.

Accountability: People agree to work with the team leader in achieving the success as defined in the role specification, but if, and only if the team leader interacts based on respect and exhibited commitment to be fair and support the team member succeed in their job. The governance, mainly through the team leader, has the right to challenge the person if they do not enact the role specification as agreed. If the person consistently

fails to act as agreed in the role specification, the governance has the right to terminate employment.

Better human capital management

Behavioural structure: The set of agreed role specifications that precisely define the behaviours needed to roll out strategy with greatest chance of greatest success.

Increased focus, commitment and engagement: Each person agrees to personal success at work and agrees the role specification offers greatest chance of greatest success in the role.

Tightened CSR Policy: CSR Policy is where the citizen meets the employee. This point is a point of conflict or cooperation and will influence employee commitment.

Improved team leader-team member relationships: Team leader exhibits commitment to supporting team members success at work. Team members feel respected and valuable members of the organization.

Strong payback in clients

Staff work-life improvement and satisfaction: From success, feeling of being respected, supported and valuable.

Financial payback for governance: Tightened delivery of clearer ideal actions enabling greatest chance of greatest success, means greater financial success.

Calculating client financial payback

Human performance improvement (HPI): Ideal actions in role specification delivered to standard, defined as 10 out of 10 success. Then what is current staff behavior on same scale? By how much can current staff behavior be moved closer to ideal behavior, without causing competitor reaction? If the company assessed as well run, then performance improvement percentage kept low 7-9%, if managed 'typically' then performance improvement 10-12%. if not well run, then 13-15%. If the assessment projects performance improvement 6% or less, or 16% or more, then be cautious and carefully assess all possibilities accounting for the high or low rating.

OPD profit profile link (OPDPPL): The ratio of change in each line of the profit and loss resulting from a 1% performance improvement.

Sales: All behavior, responds strongest to training in sales ideal actions. OPDPIF Sales 0.3 to 0.5.

Direct costs: Efficiency and productivity significantly changed by improved behaviour, OPDPIF Direct costs, 0.2-0.4.

Administration: Modern technology reduces impact of human performance improvement, OPDPPIF Admin 0.1-0.3.

OPD profit improvement factor (OPDPPIF): Calculated on each line by multiplying the link between human performance gains (HPI), and the OPDPPL. See example below.

Current business profit summary

Revenues, direct costs, overheads, for current months compared to last year to date. The figure does not need to be actual, but close enough to be accepted as 'real' by the Governance of Board and Senior Executive team.

Building the business case

The business case for a client assumes their current profit and loss and applies the human performance improvement to each of sales, direct costs and admin, and building the profit and loss before OPD and after OPD, accounting for all OPD costs, and hence show financial gain after all costs.

Business with 10-12 staff, about as low as feasible to be economic, financials in NZ\$.

Human performance increase	10%	Actual closer to ideal			
OPDPPL sales	0.4%				
OPDPPL direct	0.3%				
OPDPPL admin	0.2%				
	Before OPD	%	OPDPPIF	After OPD	%
Revenue	\$ 1,750,000		4%	\$ 1,820,000	
Direct costs	\$ 1,050,000	60%	3%	\$ 1,018,500	56%
Gross margin	\$ 700,000	40%		\$ 801,500	44%
Admin	\$ 560,000	32%	2%	\$ 548,800	30%
OPD costs	\$ -			\$ 66,000	
EBIT	\$ 140,000	8%		\$ 186,700	10%
Profit gain after OPD costs				\$ 46,700	33.4%

The business case done with care, after careful interview of several of governance. It becomes the foundation 'promise' of the OPD sale.

Can this be sold, especially when we have strong reference clients ...

When the sales, operations, or admin manager asked could human performance be improved 10%, and could that improve numbers by 4, 3, 2 %, typically the response is ... hell yes!