

CLOSEWORK®: Companies run more efficiently because their workers connect as empowered individuals, not components. Layers and departments collaborate rather than compete. They're given precise ways to measure what they do and can use their initiative to improve. Operational areas perform better because they have a stake in the process of setting goals and can see what is being achieved. Single individuals understand their role and their personal impact on performance,

so their work becomes more satisfying. Everyone plays a part in setting the targets, so they become a shared objective and a point of personal pride. Wariness and rivalry give way to real respect and teamwork. Optimum improvements continue to be achieved long term because people feel central to the results they create. Real behavioural and organisational change takes place. Knowledge is power. **When people know what is expected of them, companies thrive.**