

## A benchmark for organisations

### *Psychologically healthy organisations have :*

- *a clear, unambiguous **purpose**, expressed as a simple 'big idea', an idea which all the staff relate to closely, and are proud to discuss with friends and colleagues.*
- *an atmosphere of **confidence**, where all the staff are interested in each other, **support** each other, and project this confidence towards clients and customers.*
- *staff who behave **respectfully** towards each other, value each other's views and opinions, work in teams which are places of mutual support, where anything is debated **without a hint of humiliation**, where the critique of individual and team work is welcomed, discussed and where lessons are learnt and implemented.*
- *staff who '**go the extra mile**' by providing unsolicited ideas, thoughts, stimulus to each other, and where their interest in their customers offers something more than is expected, beyond courtesy, and beyond service, offering attentiveness and personal interest.*
- ***challenges** for their staff, that provide opportunities for personal development through new experiences, and which treat everyone with fairness and understanding.*
- *staff who are **personally driven** towards organisation and personal success - intellectually, financially, socially and emotionally.*

