



## The Price of Chaos

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You can do very little about the chaos in the world, but you are in complete control of the chaos in your business. Constant chaos is a killer to the spirit of any organization.

A little chaos, however, is exhilarating, as in initiating a new protocol. Your people are more alert and innovative in moving from standard method-of-operation into a new adventure. Individuals may initially complain, yet in the long run they will come together as a stronger team.

**Long term utter chaos will decrease loyalty, focus, motivation, productivity and creativity.**

What is chaos and how do you know you've entered into this downward slope? Webster defines chaos as "a state of utter confusion, a confused mass or mixture."

Signs that your business is in 'chaos' are: ineffective, constantly changing or uncertain leadership; confused, stressed and overworked employees, increased customer complaints.

The result is loss of income and valued clients; higher absentee rates, accidents on the job and potential law suits. If this sounds impossible for your business you may want to ask for feedback. I hear painful stories of the chaos daily.

Here are my **Top '7' Tips** to prevent or cure chaos in your organization.

1. **Give your people something to boast about.** Start from the top. When an organization is in chaos everyone complains. The most popular complaint is upper management. Be the kind of leaders your team can be proud of, lead by example.
2. **Be decisive and dependable.** Indecisiveness and ambiguity breeds chaos. Your people need to know that they can count on you for the correct answers in a timely manner and that you'll not change your mind tomorrow.
3. **Look for what's right.** In chaos everyone is keenly aware of all that is wrong. Highlight what's right; even the smallest acknowledgements can raise the 'vibration' of your team.
4. **Share your vision.** Your people need to know where the company is going, and where they fit into the overall plan. They need to see you and feel your enthusiasm for where they are headed. They need this confidence in you, their leader, in order to have confidence in themselves and their work.
5. **Get commitment.** Are your people fully committed to your company goals? Have you asked for their buy-in? Or, did you simply tell them what their future holds. Find ways for them to contribute to your vision with ideas, increased effort.
6. **Ask for feedback.** Subordinates won't tell *you* when they are unhappy with the chaos. They'll tell everyone else—co-workers, friends, customers. Make it safe for them to provide feedback. Forget the idea box. Sit down with them and ask how they are doing and what they would change if they were in your shoes.
7. **Act upon the feedback.** Your people will stop providing feedback if it is not acted upon. In fact they'll feel foolish for opening up to you and then seeing no changes. If you choose not to act upon their suggestions, let them know how valuable it was, that it was taken into serious consideration and why you chose not to pursue it at this time.

Being a leader means making a difference in peoples' lives, not just in your company's bottom line. A state of chaos has repercussions far beyond your establishment's doors.

Begin today to explore the level of chaos in your organization. As I believe every business has some level of chaos, I'd love to hear the results of your inquiry. Remember, not all chaos is damaging, some can be exhilarating.

Read all of Ann's Writing and Wisdom at: <http://gvasuccess.com/writing-and-wisdom.htm>

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