

Team Work: Building a Working Improvement Relationship



Three of the many companies which Dr. Galsworth has trained, coached, and supported as they underwent a visual conversion are Harris Corp. (Quincy, Illinois), Denison Hydraulics (Marysville, Ohio), and Seton Name Plate (Branford, Connecticut).

Watch and listen as Mark Bell, value-add associate from Denison Hydraulics, shares his comments and insights about the behind-the-scenes tool called the *Team Work* and how he used it in his work area.

COMMENTS BY GWENDOLYN GALSWORTH

The journey to visual information-sharing on the work area level produces a remarkable cultural transformation, in addition to improving operational KPIs. Among the many reasons for that is the fact that when information vital to the task-at-hand is freely, clearly, and precisely shared, individuals in need of that information relax. Stress levels plummet and people discover that they have the time and inclination to connect with others. The sense of struggle and confusion dissipates.

Visual information-sharing, moreover, induces better listening on both sides of an exchange and a willingness to tolerate differences more readily. Indeed, I name “increased tolerance” as one of the early, discernible outcomes as the workplace begins to speak through visuality.

Even though Mark Bell does not use these words to describe his own experience, I believe you will be able to hear those elements in his comments. This progress did not happen by accident. The improved relationship he and his co-worker felt as they moved through *smart placement* and then the *visual where* happened because both procedures are designed to build rapport, reliance, and eventually trust between co-workers, management, and the company itself. Let the workplace speak.



FOR MORE:

- Read Dr. Galsworth’s Shingo award-winning [books](#), *Visual Workplace/Visual Thinking* and *Work That Makes Sense*, available on our website
- Search “i-driven” and “self-leadership” in the Articles and Radio pages on our website.
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Let the workplace speak.