

STRATEGIC INTELLIGENCE

Q: What questions do you have for our General Manager? What issues or thoughts would you like him to discuss during Management Forum 2018?



THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

Serving 19 million people, the Metropolitan Water District of Southern California is the largest distributor of treated drinking water in the United States.

Industry:

Utilities

Location:

California

Size:

1,866 employees

Use case:

Strategic Intelligence

When making plans for the district’s annual Management Forum, Suresh Radhakrishnan wanted to try something new.

As Organizational Development and Leadership Training Manager, he wanted to ensure the event would be focused on what mattered most to those attending. So, he used Thoughtexchange before the event to ask the leaders what they would most like to hear the General Manager speak about.

The exchange gave all managers the chance to confidentially share thoughts and rate those of others. Radhakrishnan and his team took away a list of topics that were most important, collectively prioritized by the managers themselves. They used the top thoughts to plan the agenda for the event and guide the General Manager’s keynote speech.

“People were happy that they could share thoughts with anonymity,” Radhakrishnan says. “Having the thoughts up on the screen was effective for starting the conversation, and people could speak about them without having to take public ownership of any particular thought. It felt like there was shared ownership of the thoughts, which kept the discussion focused on ideas, not opinions.”

He adds that managers also appreciated that the GM addressed the issues they brought up.

“People felt that what they shared was heard and the GM responded,” Radhakrishnan says. “He addressed issues head-on, rather than sweeping it under the rug like might happen in other organizations.”



People were happy that they could share thoughts with anonymity. It felt like there was shared ownership of the thoughts, which kept the discussion focused on ideas, not opinions.

Suresh Radhakrishnan — Organizational Development and Leadership Training Manager

Thoughtexchange provides software solutions that bring people together, build trust and make progress on important topics. Whether it’s employees, customers or whole communities, our solutions effortlessly connect you to your stakeholders. People can confidentially and independently share their thoughts, appreciate other points of view and understand how their perspectives are connected to decisions. Our patent-pending data analysis gives you the insights to make informed decisions and take action. Learn more at www.thoughtexchange.com

Copyright © 2018 Fulcrum Management Solutions Ltd. Thoughtexchange® is a registered trademark in Canada and the United States of Fulcrum Management Solutions Ltd. The Thoughtexchange logo is a trademark of Fulcrum Management Solutions Ltd in the United States and/or all other countries.