How Structogram connects Logistics

A common language instead of silo thinking – how Structogram brings logistics together

In logistics, different worlds collide daily: methodical dispatchers, action-oriented drivers, and relationship-oriented sales staff. The fast pace and constant pressure leave little room for misunderstandings – and yet that is precisely where conflicts often arise. Not because of the issue at hand, but because of differing personality types.

This is precisely where the company began with the **Structogram training** – and in doing so created something crucial: a **common language** that breaks down silos and enables **efficiency through understanding**.

The reason: professional expertise alone is no longer enough

The situation was clear: technical expertise is a given in logistics, but in day-to-day practice it became apparent that this was not enough. Differences in thinking and working styles led to friction between departments such as planning, warehousing and sales – or in dealings with customers.

The aim of the training was therefore not to change people, but to foster **understanding and appreciation for the differences** in others. Structogram was designed to help people understand themselves better and to view differences not as a hindrance, but as a complement.

The training: simple, practical and inclusive

The response from staff was overwhelmingly positive – regardless of their position or role. The **clear visualization and clarity** of the Structogram model were particularly appreciated.

It is not a theoretical concept, but something that can be applied straight away in everyday life. Many participants felt relieved to realize that there is no 'right' or 'wrong'. Instead, a relaxed, open training atmosphere emerged – often accompanied by laughter and that famous 'catch-myself-in-the-act' moment.

Another key factor in the success was the trainer: Tom Wälchli knew how to embody the model authentically and consistently apply it in practice.

> Structogram training has thus achieved something crucial:
>
> a common language that breaks down silos and enables efficiency through understanding.

Those "ah" moments: from frustration to understanding

For many participants, the biggest 'ah' moment was probably this:

"My colleague isn't doing that to annoy me – he's just wired differently."

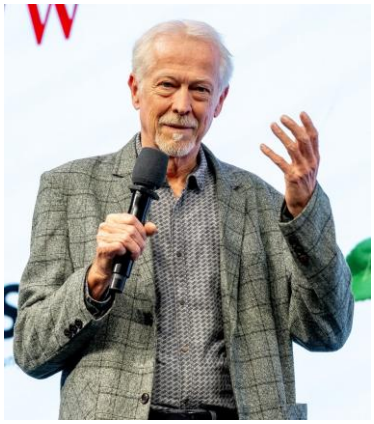
This realization had a huge impact, particularly among **departmental management**. Staff suddenly understood why working with certain colleagues or customers had previously been difficult – and how they could adapt their communication.

Tom Wälchli

Marketing Sales Imput GmbH Belp

Developer, trainer, coach, consultant and lecturer

Tom Wälchli has been working as a Structogram trainer at Planzer Transport AG for six years and trains managers at the leading Swiss transport and logistics company.



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Noticeable effects in everyday life

Even though the impact cannot always be measured in figures, it is clear in day-to-day operations. Managers from various branches are actively signing up for the training, and in feedback sessions one point is mentioned time and again: **improved communication**.

Conversations are conducted more thoughtfully, and the other person is met at their own level. This has a direct impact on the **culture of conflict**.

Lasting change: improved performance through recognition

Since the introduction of Structogram, conflicts have been resolved more quickly and objectively – because they are taken less personally. Furthermore, it has been shown that **bio structurally mixed teams perform better**.

There is now greater acceptance of different ways of working, and with that, mutual respect has also grown. Collaboration is not only becoming more efficient, but noticeably more constructive.

Structogram promotes efficiency through understanding, whilst at the same time making collaboration more human.

Simon von Arx, Head of Training and Development at Planzer Transport AG, explains whether the Structogram training system can be recommended:

"Absolutely. And that's because it has a lasting effect and is easy to implement. Other models are often too complex for everyday use. The Structogram, with its color-coded system, sticks in your mind. ***It's an investment in social skills that pays off for any company where people must work closely together.*** *It makes collaboration not only more efficient, but also more human."*

Simon von Arx,

Head of Training and Development at Planzer AG

Simon von Arx is Head of Training and Development at Planzer Transport AG and has been working for this transport company, which is renowned throughout Switzerland, for 13 years. Simon is committed to continuous professional development through training and further education for employees across all departments of the family-run Planzer AG.

With 6,500 employees, including 400 apprentices, Planzer provides sustainable logistics solutions for both business and private customers. Its comprehensive range of services offers a wide variety of services and integrated solutions that extend far beyond its core business of national general cargo transport and warehouse logistics.

With 79 branches, Planzer Transport AG operates in Switzerland, Italy, Germany, France, Liechtenstein and Hong Kong.



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Interpersonal skills can be learnt

The Structogram, as the visualized result of the biostructure analysis, reveals the fundamental structure of one's own personality (biostructure). From this, strengths, weaknesses, opportunities and limitations are identified. The aim is to develop in harmony with nature and to be authentic.

In the next step, participants learn to recognize other people's biostructures. They become more attuned to their behavior, are better able to understand the other person's individuality, respond appropriately and avoid conflicts.

Biostructural analysis is a non-judgemental method for identifying innate personality patterns.

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