From new structures to genuine collaboration: A success story with Structogram

Stronger collaboration through Structogram

With the transformation of Suva's claims management, the organization in the Eastern Region also underwent fundamental change. Suddenly, in some cases, entirely new teams, new roles and new leadership structures emerged. One thing was immediately apparent: **the structure was in place – but the sense of togetherness still had to develop**. People who had never worked together before were expected to function as a well-coordinated team overnight. Different ways of working, expectations and uncertainties clashed. Behind the façade of the new organization, one central question arose:

How do we manage to turn this into a genuine team? How can the new organization be made operational as quickly as possible – not just structurally, but above all in human and cultural terms?

This is precisely where Structogram came in. The training was deliberately designed to convey more than just methods.

It was intended to provide guidance, foster understanding and lay a common foundation for collaboration. The aim was for managers and staff to recognize why people tick differently – and exactly how this can be a strength.



Structogram-Workshop SUVA

What began as a traditional workshop quickly developed into a shared experience. Away from day-to-day business, there was space for discussion, reflection – and even humour. "An all-round successful day: the team was motivated, there was plenty of laughter, and the playful approach created a pleasantly relaxed atmosphere."[1]

The varied and engaging programme was largely down to the course leader, Kurt Klaus. "Despite initial scepticism, Kurt Klaus managed to engage the staff effectively, win them over, and it was great fun."[2]

With each exercise, mutual understanding grew. Suddenly, seemingly difficult behaviours made sense. Reactions that had previously been irritating became understandable.

[1,2,3,4,5] Employees of the Suva Eastern Region

Kurt Klaus

"Over 20 years' experience as a senior trainer in communication and Structogram, with thousands of enthusiastic participants from sales and management, is your guarantee of success with the STRUCTOGRAM® training system. Achieve your goals faster and more easily thanks to interpersonal skills!"



k-bt
klaus - beratung und training
Herbrigstrasse 18,
CH - 9011 St. Gallen
+41 71 280 20 10
klaus@k-bt.ch | www.k-bt.ch

"After the Structogram training, many staff members said: 'Ah, now it's clear why you always do it that way.'"[3]

These moments were decisive: **uncertainty gave way to clarity, and hasty judgements gave way to genuine understanding**. Differences were no longer seen as obstacles, but as valuable additions to the team.

In day-to-day work, it quickly became clear just how lasting the impact of these insights was. Conversations were conducted more thoughtfully, tasks were allocated more effectively, and leadership was tailored to individual needs. Tensions eased because behaviours were no longer taken personally. Instead, a common language emerged that is still present within the team today.

"We can now better understand each individual's behaviour – a major advantage for day-to-day collaboration." [4]

Suva

Suva has been a cornerstone of the Swiss social insurance system since 1918. As part of Suva's unique model, it combines prevention, insurance and rehabilitation under one roof. It protects people from accidents and occupational diseases, provides financial security for accident victims and supports their recovery and reintegration. As a non-profit organization, Suva returns financial surpluses to its policyholders in the form of lower premiums, thereby creating sustainable added value for people, businesses and the Swiss economy.

What had previously caused friction became the starting point for better collaboration.

Managers were able to address needs in a more targeted way, staff felt better understood, and trust within the teams grew noticeably. Thus, a formal reorganization gradually gave rise to a functioning, vibrant team culture.

[1,2,3,4,5] Employees of the Suva Eastern Region

„Understanding each person's individual structure reduces friction. Conflicts are less often taken personally, but are instead understood as an expression of different dispositions. "

The feedback recommending Structogram to Ralph Sutter, Regional Head of Claims Management for Suva's Eastern Region, was unanimously positive. "Particularly in my team, where 90 per cent of staff are new recruits, Structogram has proved to be especially helpful. It enabled us to get to know one another better and to strengthen collaboration across sites." [5]

Conclusion: Structogram not only imparted knowledge, but also forged connections.

It has helped teams to find their feet more quickly, understand one another better and work together effectively – especially when everything is new.

Interpersonal skills can be learnt

The Structogram visualizes one's personal biostructure and highlights individual strengths, weaknesses and potential for development. The aim is to develop authentically and in harmony with one's own nature. At the same time, participants learn to recognize the biostructure of others more effectively, to understand their behavior and to communicate more constructively.

The method is non-judgmental and reveals established personality patterns.

IBSA Institut für Biostruktur-Analysen AG
Kochergasse 6
3011 Bern
Tel: 041 227 20 10 | service@structogram.com | www.structogram.ch

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