

FREQUENTLY ASKED QUESTIONS

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Orgpax self-help tool-kits are described as “generic”: what does this mean?

“Generic” means that these tool-kits have been put together for use in a wide variety of organizational circumstances. They are intended for general use, and the purchaser must decide how best to adapt the use of the tool-kit to his own circumstances. This is similar to buying a tool-kit for car repairs: the tools are intended to be useful in most circumstances, but the user has to figure out exactly which tool or combination of tools to use to fix the problem.

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Can anybody use these tool-kits?

Most people who have to run anything of an organizational nature, whether on a paid or on a volunteer basis, our self-help kits are easy to use. The tools help in a variety of organizational circumstances, many of which occur frequently. They are as simple as we can make them, and come with formats, instructions, and examples. Often Orgpax tool-kits exclude some of the more sophisticated techniques used by, for example, organization development specialists, compensation specialists, professional planners, etc.: this is done to make the tools as simple and easy to use for as many people as possible. Orgpax also offers consulting support through Cooper Johri to help those who want more than a self-help tool-kit: this can give you a behind-the-scenes consulting back-up with tools, or a full consulting process.

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If these self-help tool-kits are that simple, how much effort will I have to put in to use one?

Quite a lot. Meeting organizational challenges or fixing organizational problems is a serious business requiring concentration and effort. If the issue isn't important to you, don't buy the tool-kit. This is really a case of short-term pain for long-term gain: what price do you put on peace and effectiveness in YOUR organization?

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Are Orgpax tool-kits the answer to every organizational challenge?

No one approach or tool-kit can possibly fix everything that can come up in an organization: it is up to the purchaser to decide whether a particular self-help tool-kit fits a particular set of circumstances. And remember that Orgpax will help purchasers who call to understand a self-help tool-kit or the circumstances in which it is best applied: there is a small charge for this service.

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If I have read through a self-help tool-kit and still don't see how to apply it in my circumstances, what do I do?

Firstly, you should probably consult a colleague, and see whether he or she has the same difficulty. You can also [contact us](#) for explanations about the tool-kit, an orientation seminar, an executive seminar, or to discuss how best to customize the tool-kit to your particular circumstances: there are charges for most of these services.

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When would I be better off using Orgpax / Cooper Johri consulting support?

When you hesitate to run your process completely without consulting backup (using only an Orgpax self-help tool-kit). In the consulting process a Cooper Johri consultant will advise you behind-the-scenes every step of the way, and will provide you with the particular tools you need (backgrounders, questionnaires, analysis formats, etc.) step-by-step. Or of course we can provide full consulting support.

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What if I don't have anybody internally who I think can manage or facilitate one of the processes in an Orgpax tool-kit?

[Contact us](#): we will discuss how our consulting process can help you.

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These self-help tool-kits look pretty simple: how do I know that they are a quality product?

Orgpax tools have been developed over a long period of time in real organizational circumstances. The authors have over 30 years experience facilitating organizational change with major organizations. If the self-help tool-kits appear simple this is because they have been refined, and re-refined, over many years of practical application.

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If Orgpax self-help tool-kits are that good, how come they are available so inexpensively?

Orgpax self-help tool-kits are targeted to a large buying public, and are priced accordingly.

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I am a professional consultant and facilitator: can I use Orgpax tool-kits in my practice?

Only if each of your clients buys the self-help tool-kit they need for their own process and invites you to help them facilitate / manage it. Orgpax self-help tool-kits and services are sold to individuals for one-time use in the organization in which they work. They are not sold to consultants for general use in their practice.

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The rule is I can use an Orgpax self-help tool-kit in my organization for “one time use”: what exactly does this mean?

Because Orgpax self-help tool-kits are very inexpensive, they are sold to be used in a single process in your organization. This means that you can use the tool-kit to work with other people in your organization to carry out the task for which the tool-kit is intended.

For example, if you have bought the “Clarifying roles: people and positions” tool-kit to help you clarify the role of a new Director of R&D, you can use it to work with your new Director and with those of your colleagues affected: furthermore, the tools in the tool-kit intended for copying and adaptation (e.g.: questionnaires, interview guides, questions for discussions and meetings) are part of a special “Tools for your own process” file and the tool-kit provides instructions for their use.

What you may not do, for example, is pass the tool-kit on to somebody else for them to use in a different process, reuse the tool-kit for a different process, change the tool-kit, copy the tool-kit or use the tool-kit in an organization that you do not work for.

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If I need help figuring out how best to use Orgpax tool-kits in my change-program, can you help?

Yes. [Contact us](#). We can inform you about the tool-kit, run an orientation session or executive seminar for you, or talk to you about using **Cooper Johri** process consulting support: there is a charge for most of these services.

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Can I get someone to make a custom-instrument for use in my organization only?

Yes. Just [contact us](#): we'll be pleased to quote you to do this.

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