

Hay's Organisational Cone

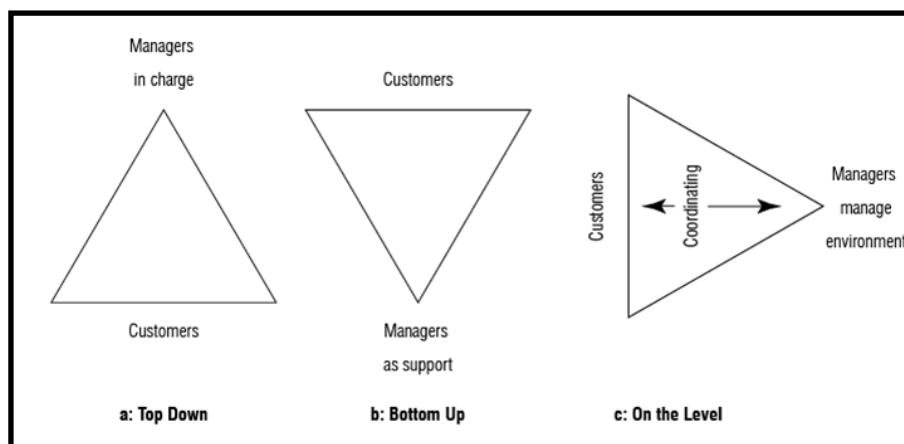
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(with grateful acknowledgements to Diane Richardson for the Cone diagram)

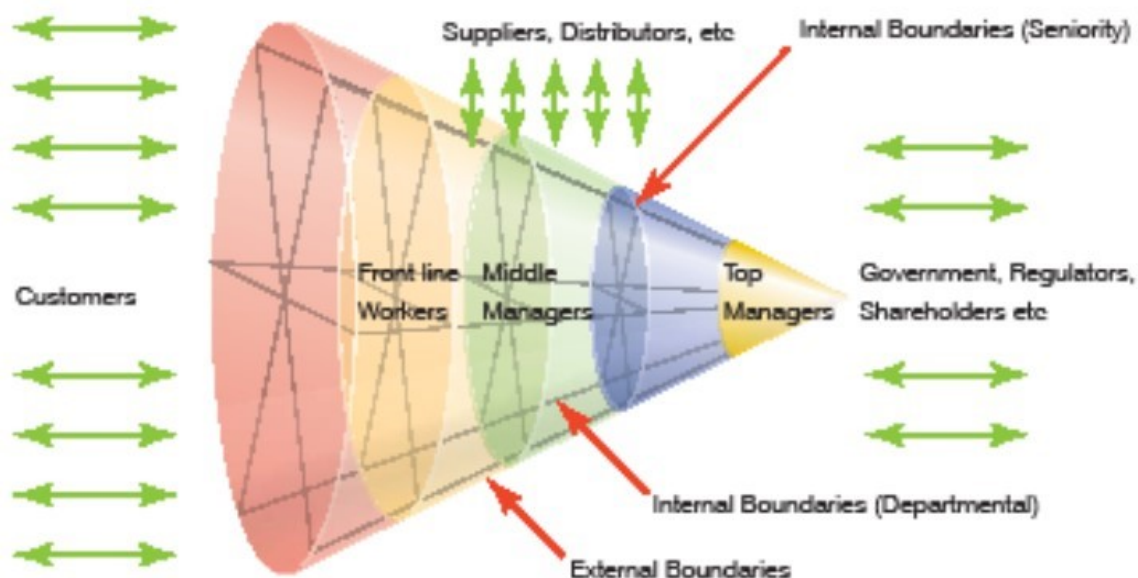
Berne's (1963) provided organisational diagrams that he named complex, where the large circle represents the complete organisation and the smaller circles are to sub-divide it into the different hierarchical levels, and compound, where the divisions within the circles are to represent the different departments and functions. Berne also referred to complicated but did not provide a diagram; it is a combination of compound and complex – i.e. with circles for different hierarchical levers or layers, overlaid with segmentation into different functions or departments, as shown here.



I have also suggested (Hay, 2012) that we change the way in which organisational charts are so often drawn in a hierarchical, top down, as in Figure a below. There have been suggestions that we should reverse this, as in Figure b, to show how customer/client facing employees are most important and management are meant to be a resource. I think both miss the point, and prefer to suggest an 'on the level' diagram as in Figure c.



I combine this idea with about levels with Berne's complicated version to produce what has come to be called Hay's Organisational Cone, as shown below. This represents how all levels within an organisation are important in their own ways. It also avoids the drawback with Berne's circles that leaders appear to have no direct contact with the outside world; in the cone all levels have external boundaries within different contexts.



References

Berne, Eric (1963) *The Structure and Dynamics of Organisations and Groups*, New York: Grove Press

Hay, Julie (2012) *Donkey Bridges for Developmental TA* 2nd edit Hertford: Sherwood Publishing

Dates for your Diary

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