Culture by Chance, or by Design?

Leveraging your culture as a competitive advantage

CultureWise™
a product of HIGH PERFORMING CULTURE

8-STEP FRAMEWORK

1 **DEFINE** the employee behaviors (Fundamentals) that drive your success

2 **RITUALIZE** the practice of your Fundamentals

3 **SELECT** people who are the right fit for your culture

4 **INTEGRATE** new hires into your culture

5 **COMMUNICATE** your culture throughout the organization

6 **COACH** to reinforce your culture

7 **LEAD** your culture by example

8 **DRIVE** your culture through accountability

1

DEFINE

the employee behaviors
(Fundamentals) that drive your success

8-STEP FRAMEWORK

Values vs. Behaviors

VALUES

- Integrity

- Quality

- Respect

- Innovation

IDEAS

BEHAVIORS

- Honor commitments

- Practice blameless problem-solving

- Be a fanatic about response time

- Get clear on expectations

ACTIONS

Behaviors (Fundamentals) bring clarity to your expectations

- ❯ 10. DELIVER LEGENDARY SERVICE.

- ❯ 11. TAKE ACTION.

- ❯ 12. PRACTICE BLAMELESS PROBLEM-SOLVING.

Demonstrate a relentless solution focus, rather than pointing fingers or dwelling on problems. Identify lessons learned and use those lessons to improve ourselves and our processes so we don't make the same mistake twice. Get smarter with every mistake. Learn from every experience.

- ❯ 13. SPEAK OPENLY AND HONESTLY.

- ❯ 14. LISTEN TO UNDERSTAND.

~~Making the process too collaborative~~

Brainstorming Behaviors

- "If I could only get my people to more consistently do this . . . "

- "I'm always ranting about . . . "

- "It drives me nuts when I see my people do this . . . "

- "If I could somehow find 2 or 3 more people like . . . "

At Your Table:

Write 2 behaviors that, if practiced more consistently by your team members, would make a significant difference in your department's performance. For each, write a title and a description.

At Your Table:

Choose 2 people to share a behavior they wrote (title and description) and provide feedback/suggestions on how to bring even more clarity to the writing.
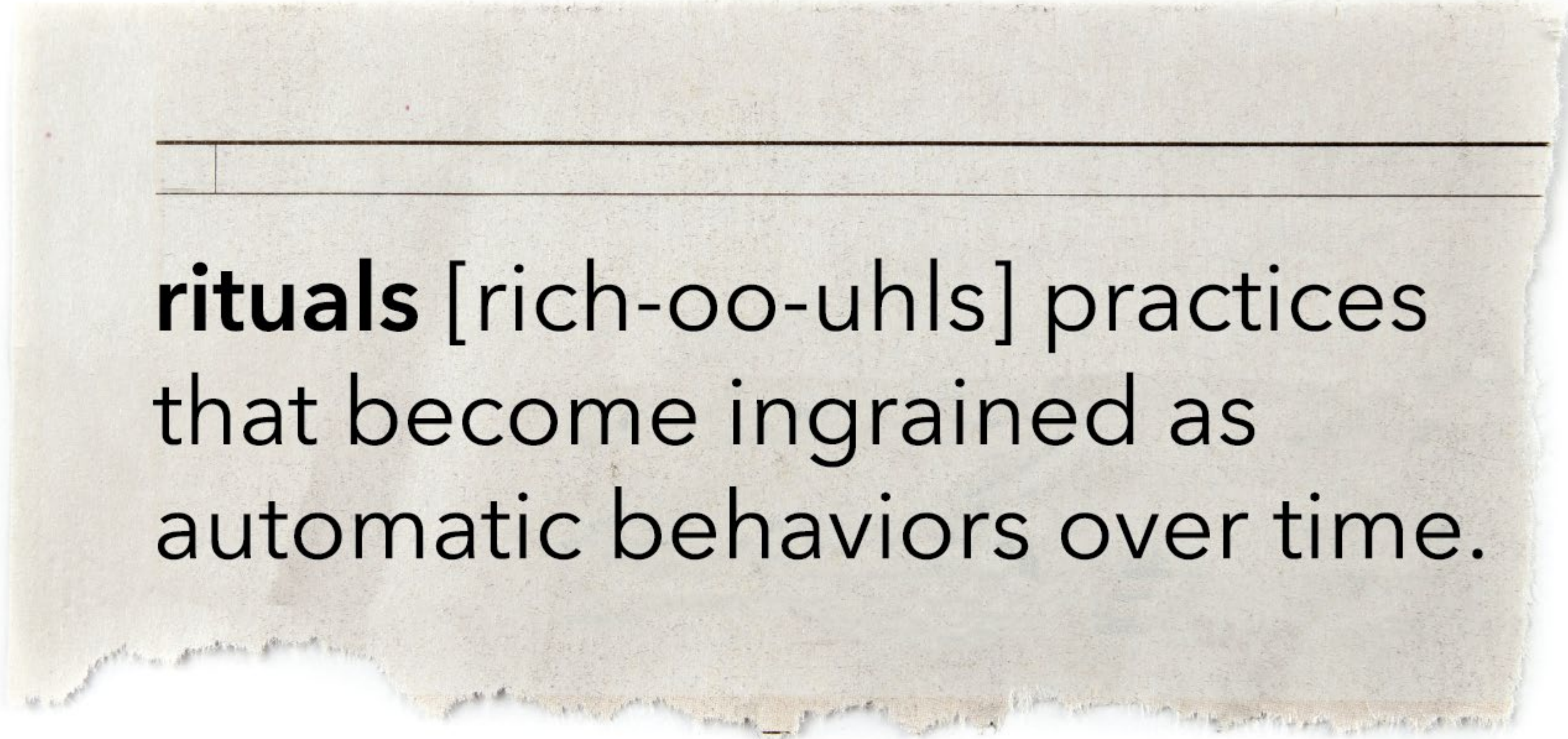
- Make every title an action
- Each description should answer the question, "What do you want people to do?"
- Picture someone who's a good example of this behavior. What do you see them do?
- What would you say to someone if you were explaining what you'd like them to do?
- Avoid "we" statements
- One set of behaviors for all team members
- Don't worry about the number

"Aspirational" vs "Who we are today?"

8-STEP FRAMEWORK

RITUALIZE
the practice of your
Fundamentals
2

rituals [rich-oo-uhls] practices that become ingrained as automatic behaviors over time.
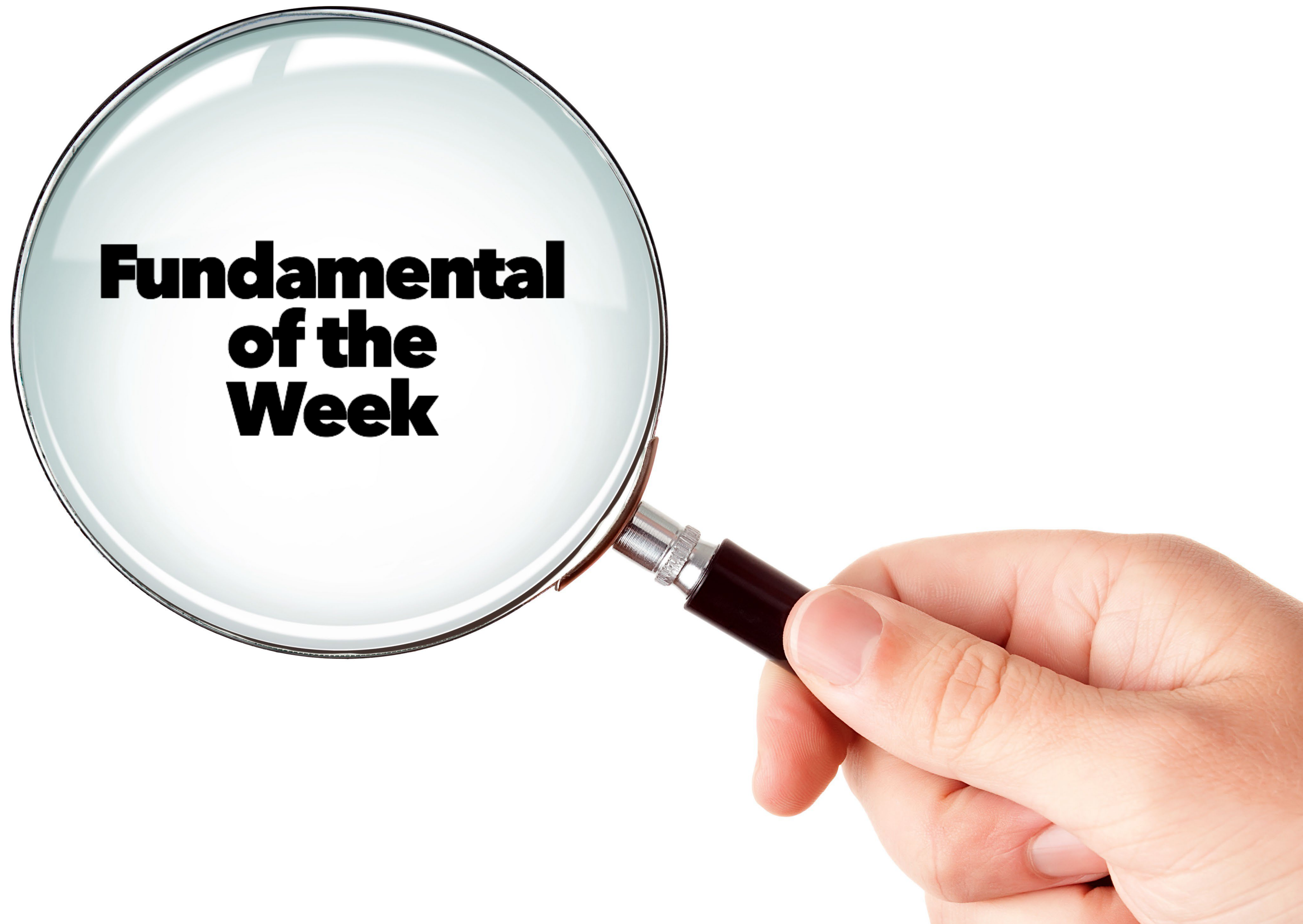
- The power in "cyclical rituals"

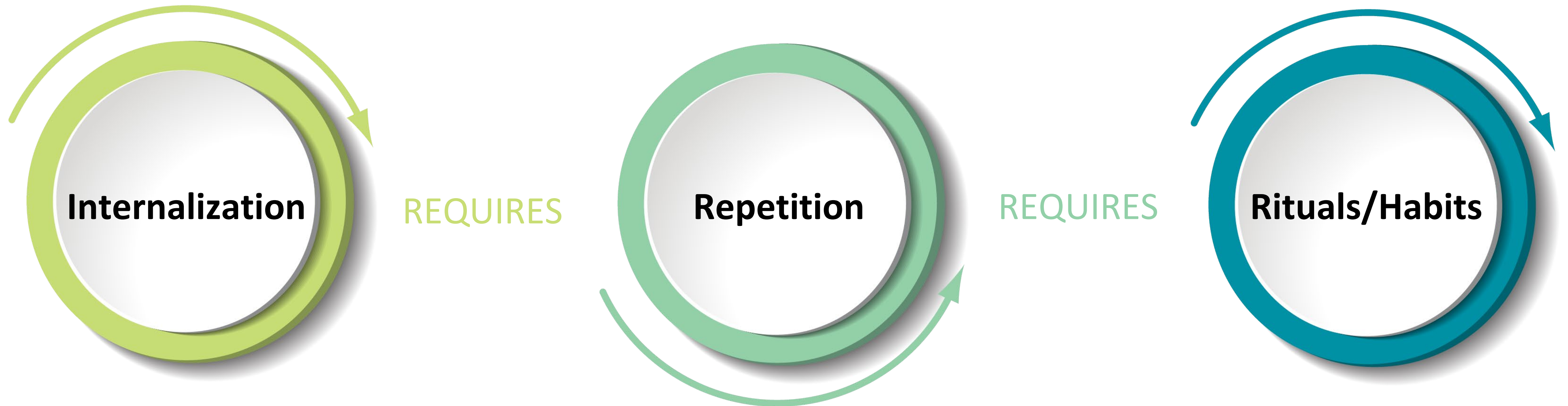- Leveraging existing rituals (habit stacking)

At Your Table:

Share one example of how you could leverage an existing ritual to incorporate a "Fundamental of the Week" lesson or discussion.
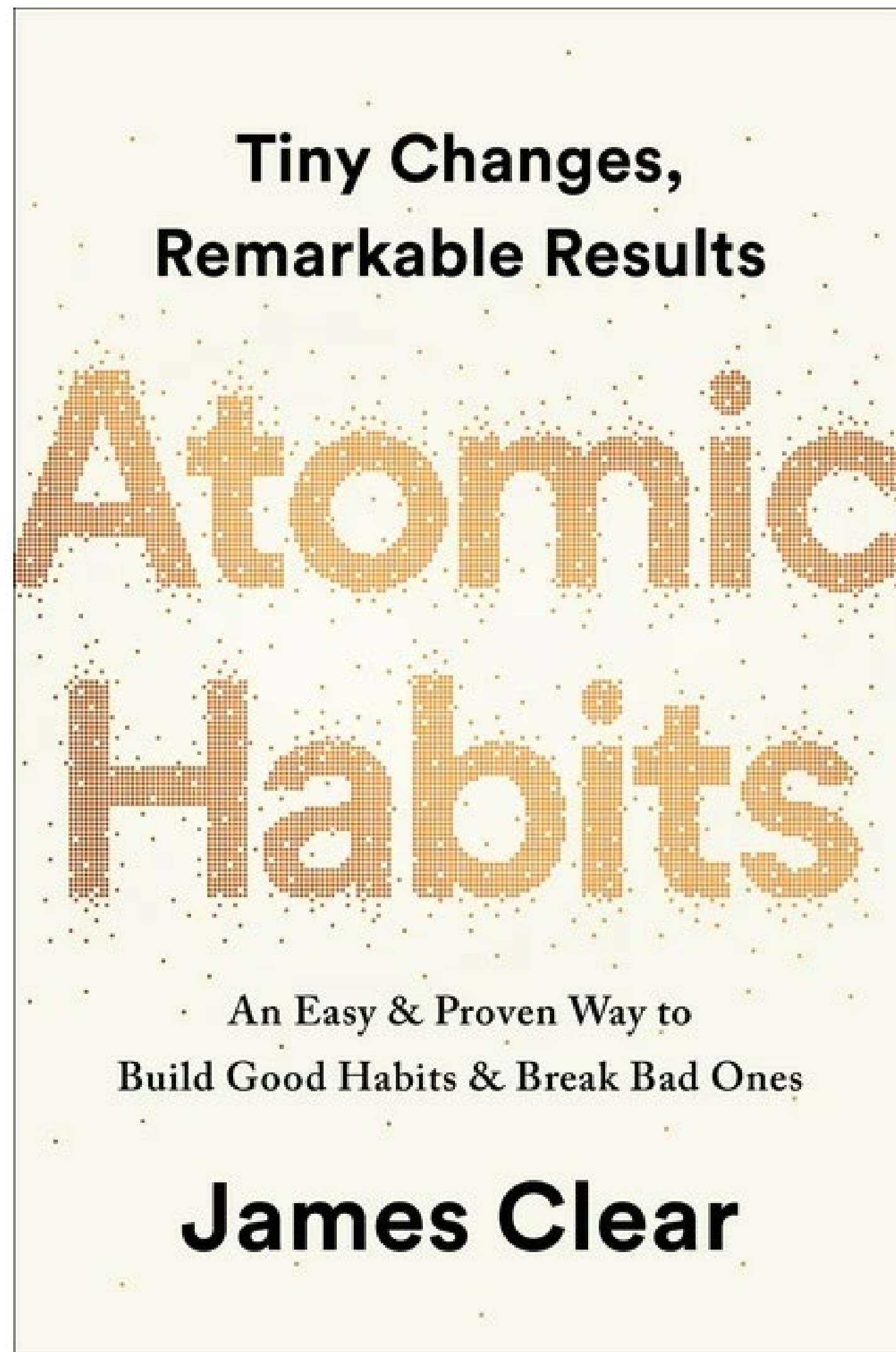
Behavior change

Internalization REQUIRES **Repetition** REQUIRES **Rituals/Habits**

Tiny Changes, Remarkable Results

Atomic Habits

An Easy & Proven Way to Build Good Habits & Break Bad Ones

James Clear

"We don't rise to the level of our goals. We sink to the level of our systems (habits)."
– James Clear

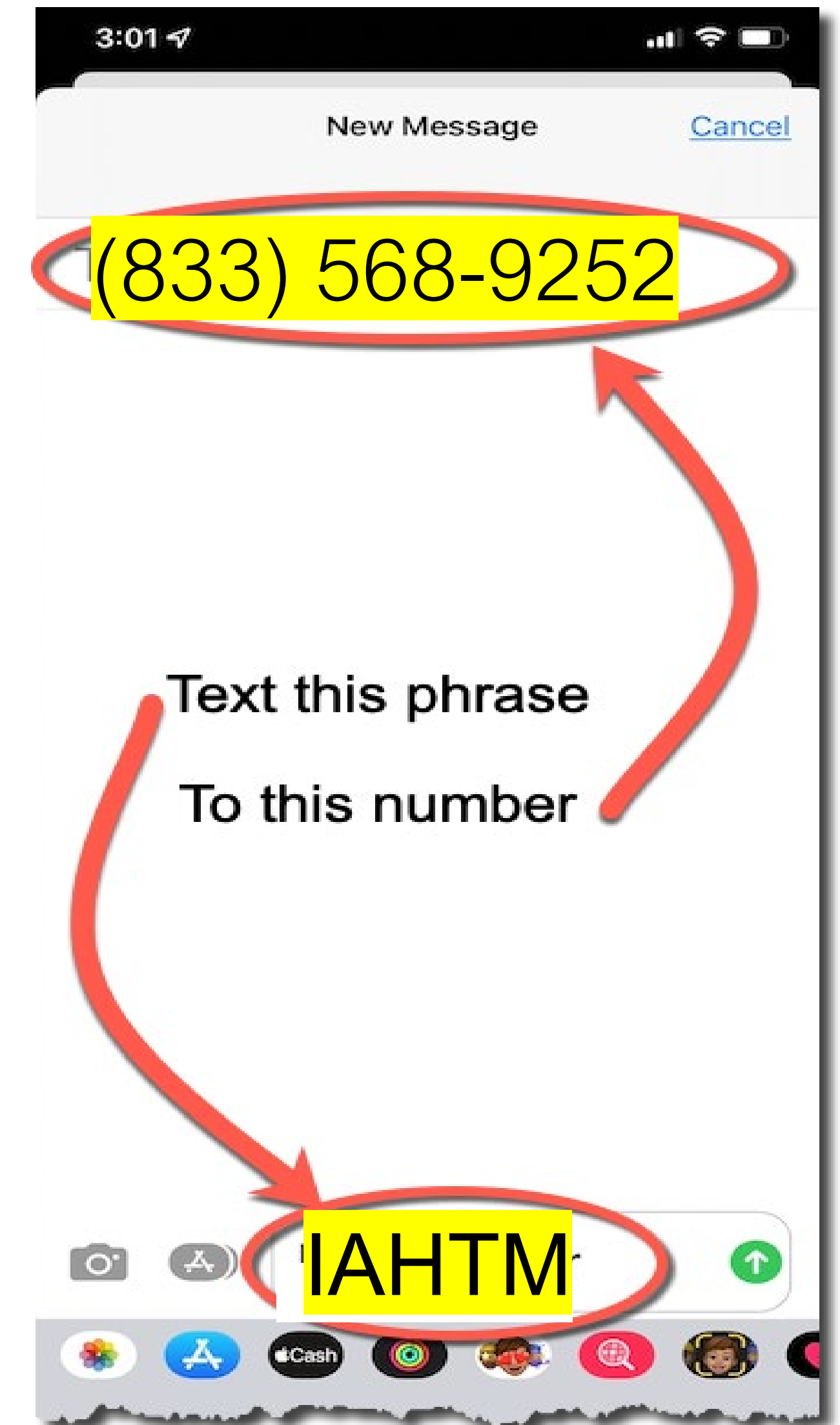World-class companies have world-class structures by design.

Good people and cultures matter.

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To share what you learned with your leadership team

(833) 568-9252

Text this phrase

To this number

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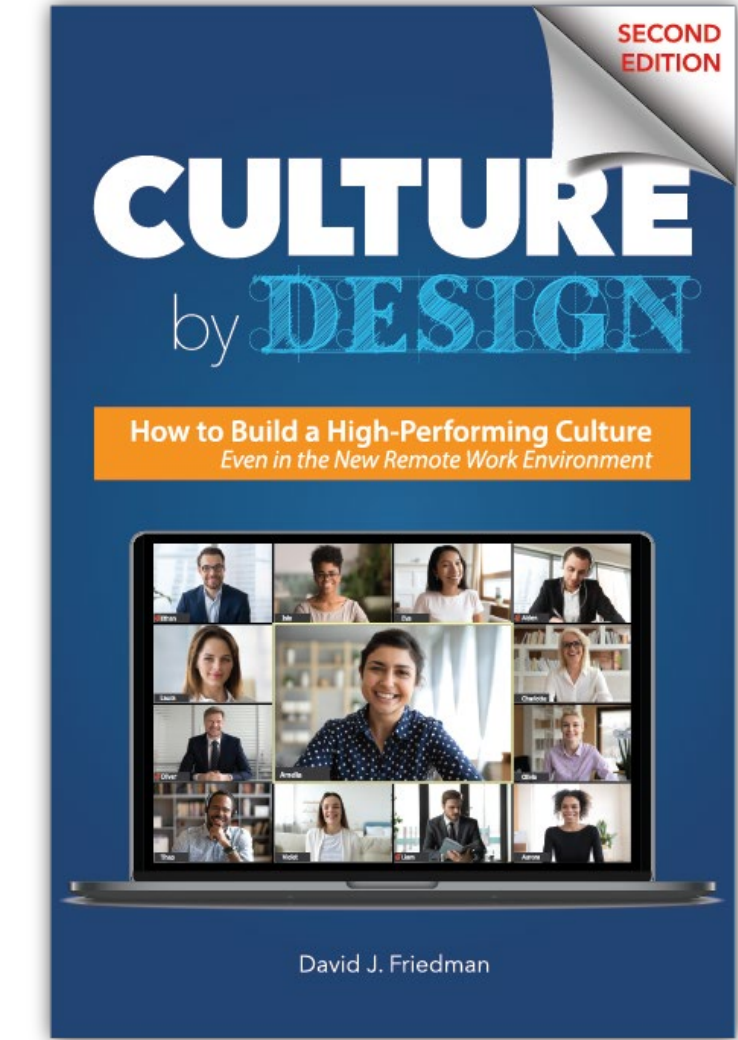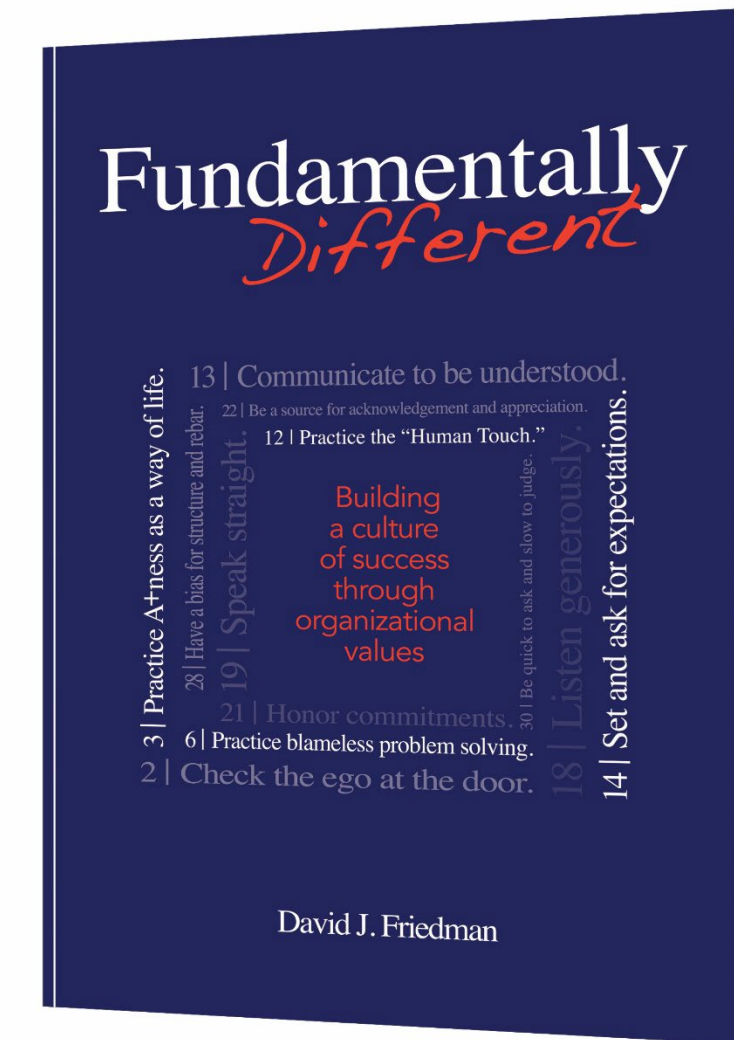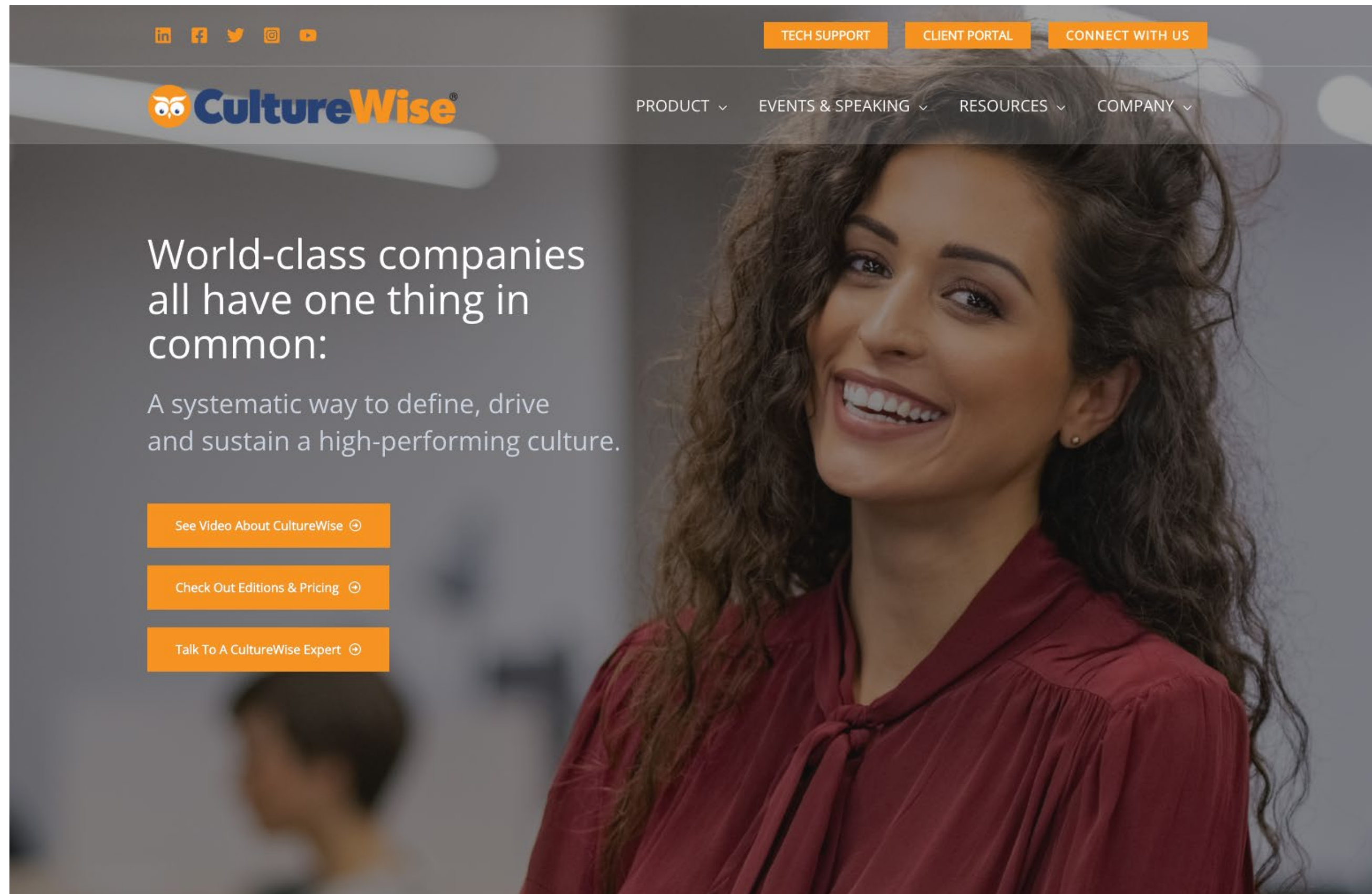
Let's connect!

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