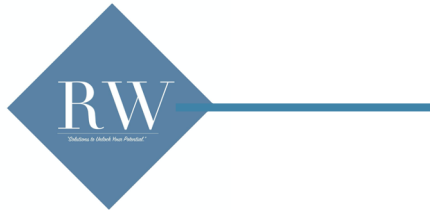


Tips for Helping your Company or Organization Re-Tool



Rod Walker & Associates Consultancy
Solutions to Unlock Your PotentialSM

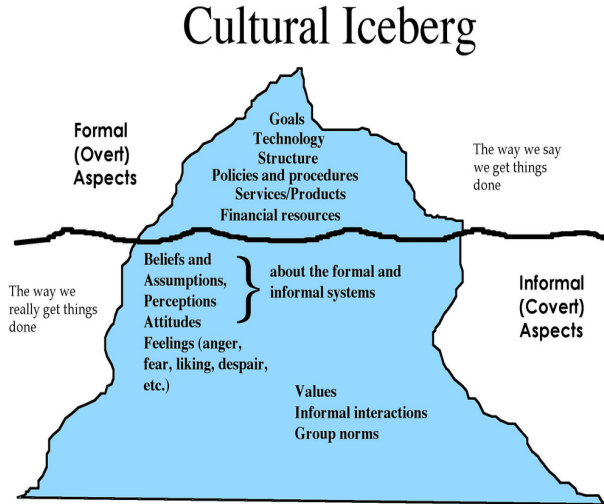
Changing Culture

How do you “Change a Culture” of an Organization?

What is meant by “Culture” anyway? Kind of mysterious isn’t it? Here’s a definition for use in our discussion:

- Culture is the character and personality of your organization.
- It's what makes your business unique and is the sum of its values, traditions, beliefs, interactions, behaviors, and attitudes.

The biggest mistake organizations make is letting their workplace culture form naturally without first defining what they want it to be.



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Changing Culture

QUESTIONS to help you further define your Organization's Culture



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- What is the “**Way**” you do business or operate your organization. Do you have procedures or a “**playbook**” to define the way you operate?
- How you **treat your employees and customers**? Is your organization transparent with employees and customers?
- Does **everyone know their role**? Have roles and responsibilities been clearly defined for each staff member?
- Does **everyone know where the Organization is going**? Is there a clear **Vision** with an accompanying **Strategic Plan** to get there?
- How does the Organization deal with **Conflict**? Is there **Trust** between Staff and Management

What is the *Vibe of your Organization when you or staff members physically or virtually walk in the door each day?*

Changing Culture

TIPS TO GET STARTED



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1) Define your current “Culture”.

Get Staff and Management input to inventory:

- How do you do business, operate? Is there a playbook?
- Is there transparency with employees, customers? Does Trust define relationships within the organization?
- Does everyone know where the Organization is going and their role in getting there?
- Are you relaxed when you come to work? Stressed, Tense, Anxious? Or do you enjoy your job and working with your co-workers?
- What other things define the Organization’s Culture?

Inventorying your current Culture is the start of realizing what needs to be changed and improved.

Changing Culture



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2) Discuss what needs to be improved or changed with the Organization's Culture with your team.

Ask your staff to identify examples of:

- What part of the Culture do they like and works well?
- What part of the Culture would they improve or change?
- What changes need to be made to improve trust, handling of conflict and to improve communication?
- What changes are needed with the organization overall?
- What would help them to enjoy their work and be more productive?

What is the desired "Future State" for the Organization's Culture that would be the best way to operate for the next 10-20 years or longer?

Changing Culture



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*Changing Culture is like turning a ship;
Changes should be Steady and Smooth
making sure all team members stay on
board and don't get left behind....*

3) Now how do we Change Culture?

From your discussions with staff, Develop a **Roadmap** linking the **Existing State** of your **Organization's Culture** with the desired **Future State**:

- List the **Key Desired Future State Outcomes** for the Organization's Culture i.e. Improve Trust/Resolving Conflict, Increase work schedule flexibility, Define Vision/Strategic Plan, etc.
- List **specific steps** for each change identified to be improved or changed **to get to the desired "Future State"**
- **Timeframes and accountability** for taking steps making and changes.
- Most importantly-ensure **changes are documented and communicated to all staff.**

Let Us Help

NEED TO MAKE CHANGES BUT NOT SURE WHERE TO START? We have helped over 50 organizations, providing solutions in range of different focus areas. Here are a few of them!

Reach out today for a free 30 minute zoom call to get started!

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York County
Natural Gas

Organizational Assessment
Salary Study



Philadelphia Gas
Works

Organizational Assessment



Summit Utilities

Capital Planning Process
Review



Confidential
Clients

Due Diligence



ORUD

Strategic Planning



Rocky Mount NC

Strategic Planning



Patriots Energy
Group

Engineering Study/Scadasystem Review



Lake Apopka

Organizational Assessment

RW
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