BCRPA 2024 Symposium: Organizational Culture Change

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... and 91 others

SLIDES WITH FRIENDS

OBLIQ
Simplifying Ch

Agenda

- Slide with Friends
- Stats and Trends
- High-level concepts – be curious
- Engage, participate, be vulnerable

Welcome!

Instructions

For this Session:

- *Phones out*
- *Scan the QR Code*
- *Stay Anonymous – use an alias*

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How would you rate your trust level for this room right now? (1 = SO bad..., 10 = I'll never leave)

1	2	3	4	5	6	7	8	9	10

The average response is:

7

Average of 6.9 out of 10

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What do we mean:

“ The shared beliefs, values, attitudes, behaviours, and norms that characterize how people in an organization think, act, and interact with one another.”

“How we think, act and work together.”

“Culture is like the wind. It is invisible, yet its effect can be seen and felt. When it is blowing in your direction, it makes for smooth sailing. When it is blowing against you, everything is more difficult.”

Culture

Instructions:

1. *Discuss the question.*

2. *When time is up, find a circle and both feet must be in the circle*

3. *Repeat*

Activity Instructions

Question #1:

Introduce yourself, Name, where you're from and what superpower would you choose?

Activity

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Question #2:

Why are you interested in Culture work?

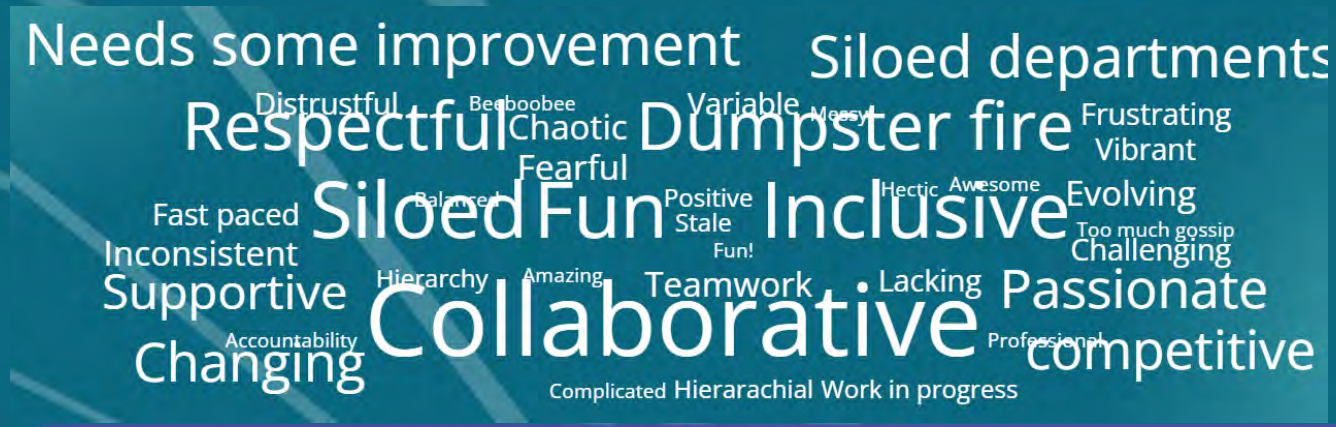
Activity

Question #3:

What’s your top personal value?
And why? (brief)

Activity

Submit a word or phrase describing your workplace culture. Vote for entries you agree with. Popular words appear larger.



Top 3:
1. Siloed = 28
2. Collaborative = 20
3. Fun = 18

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- **Engaged:**

  Caring, friendly, fun, integrity, innovative, inclusive, service, quality

- **Disengaged:**

  Toxic, disorganized, money, unorganized, stressful, profit, horrible, chaotic

Top Words US Employees use to describe their workplace Culture.

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How important is your workplace culture to you? (1 = don't care, 10 = extremely)

1	2	3	4	5	6	7	8	9	10

The average response is:

10

Average of 9.5 out of 10

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Did you know?

- *“Culture has been identified as the #1 most important influence on financial performance.”* *(Heindrick & Struggles)*
- *“98% of employers and 97% of professionals agree that cultural fit between professionals and employers is important.”* *(Robert Walters)*
- *“Yet, 67% of professionals feel they were misled about the company culture.”* *(Robert Walters)*
- *“Yet, 73% of professionals have left a job because of poor cultural fit.”* (Robert Walters)

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How would you rate your current workplace culture? (1 = SO bad..., 10 = I'll never leave)

1	2	3	4	5	6	7	8	9	10

The average response is:

6

Average of 6.4 out of 10

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What's Happening?

- Culture is important
- We are working on Culture
- There seems to be a disconnect and we're not always getting it right

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What do you believe has the highest impact on culture? Submit a word or phrase and vote for entries you agree with. Popular words appear larger.

Top 3:
1. Leadership/ management = 83
2. Trust =31
3. Communication = 24

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“Placing people at the center of culture work”

“Are you checking the boxes?”
or
“ Are you checking in?”

Where do we Start?

1 point!

Often as individuals we tend to lean towards either process or people. Are you process or people?

A Love me a Process 22 Picks

B Can't get enough of dem people 69 Picks

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1 point!

When you think about the "work", it's often a balance between process vs. people. How are you/teams/department spending your time? (think about the meetings you have, to the work you prioritize)

A 0 - 10% time on people, the rest on process — 15 Picks

B 10-20% time on people, the rest on process — 32 Picks

C 20%+ time on people, the rest on process — 43 Picks

Our People Centered Model

Balances An Organizations Push & Pull Between It's People And It's Processes.

People Dimensions

- **Psychological safety** – create a safe space
- **Empathy** – valuing the perspectives of others
- **Belonging** – acceptance and inclusion
- **Values** – principles, beliefs, and ethical standards
- **Learning** – learning, growth and development

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A Taste of Culture

Did you know?

- *“When people ask about what sets the Best Companies apart from their competitors, it’s one key ingredient: trust.”* *(Synchrony Financial)*
- *PwC reported that 55% of CEOs think that a lack of trust is a threat to their organization’s growth.*
- *People at high-trust companies report: 74% less stress, 50% higher productivity, 76% more engagement.* *(HBR- The Neuroscience on Trust)*

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Trust

- Recognize excellence
- Induce “challenge stress”
- Give people discretion in how they do their work
- Enable job crafting
- Share information broadly
- Intentionally build relationships
- Facilitate whole-person growth
- Show vulnerability

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A Taste of Culture

How would you rate your trust level for this room right now? (1 = SO bad..., 10 = I'll never leave)

1	2	3	4	5	6	7	8	9	10

The average response is:

8

Average of 8.1 out of 10

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Summary

- *Be intentional*
- *Be people-Centric*
- *Build Trust*

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“Everything affects the culture, and the culture affects everything.”

(former IBM CEO Louis Gerstner, Jr.)