Decoding Culture

Understanding and Influencing Your Organizational Culture

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Defining Culture

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CULTURE & TRENDS

Elements of Culture

Culture Is Learned

Culture Is Shared

Culture Is Symbolic

Culture Is Systemic

Culture Is Dynamic And Adaptive

Culture Is Experienced Uniquely

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Organizational Culture

Organizational Cultures

- Created

- Limited Scope

- Enforcement subject to the law

- Measurable

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Culture Is Context

Context   (noun) definition

- the interrelated conditions in which something (or someone) exists or occurs
- Environment, setting

Merriam-Webster.com. Merriam-Webster, 2023

Culture is the foundation of Human Context

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Culture vs. Strategy

- What defines a good organizational culture?

- Culture Drives Outcomes

- Change Requires Clear & Comprehensive Grasp of Culture

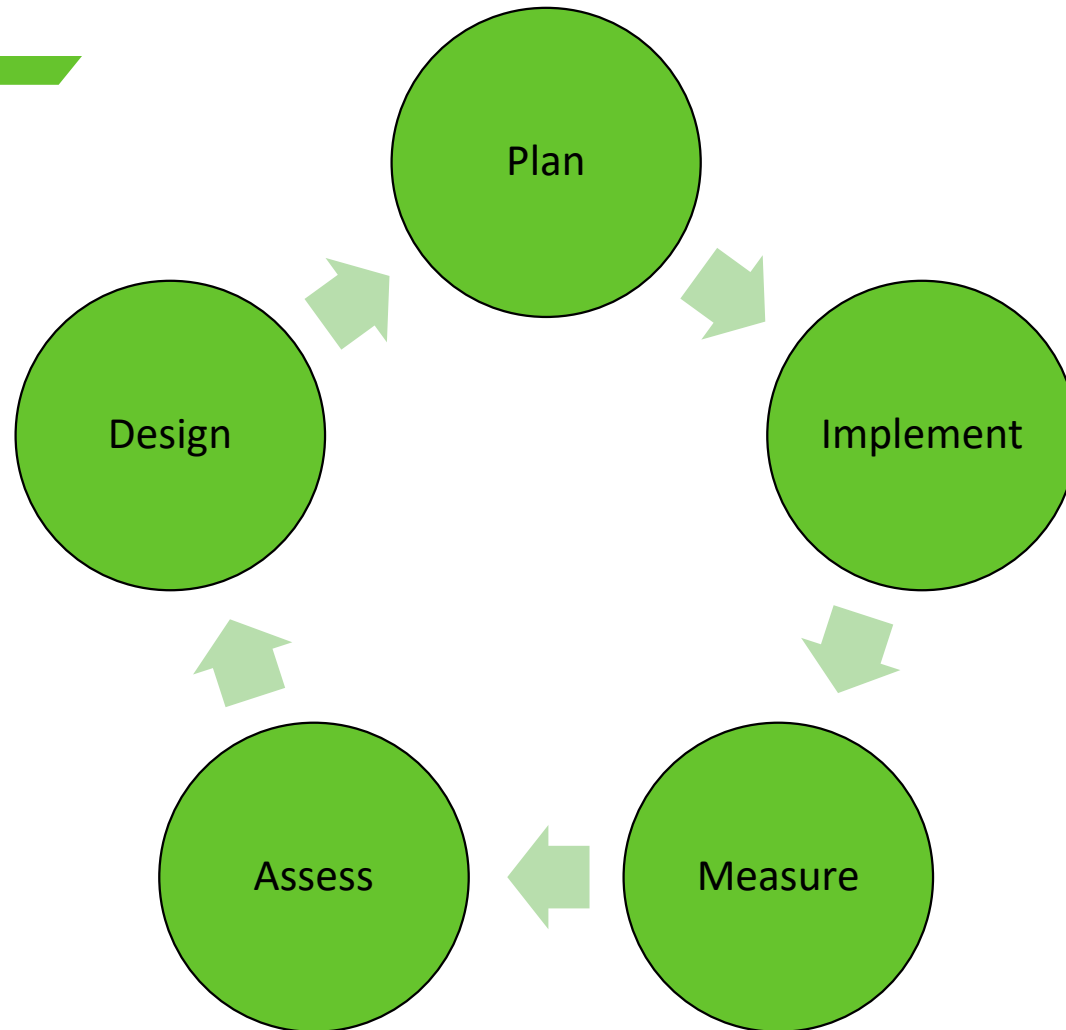Stability Theory Consulting®

Decoding Your Culture

Industry Resources

- Organizational Culture
  - Over 10,000* books
  - 527 Ted Talk search results

- Organizational Innovation
  - 3000* titles
  - 72 Ted Talk search results

* Results filtered to 4 Stars & Above

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Cultural Implementation

Describe A Culture

- Learned – Formal and informal training and education
- Shared – Behaviors, Customs, Values, Expectations
- Symbolic – Jargon, Acronyms, etc.
- Systemic – Made up of various people, teams, departments, et.
- Dynamic – Will be changed by various inputs and outputs over time
- Experienced differently by individuals

- Describe the impact of those characteristics and behaviors that are most prominent in the organizational culture.

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Benefits and Pitfalls

- Assess the value of the characteristics and behaviors that are most prominent in the organizational culture.
  - Does a characteristic help the organization reach stability and ongoing success?
  - Do any behaviors cause disruptions in productivity, quality, patient satisfaction?

- Every culture has benefits and pitfalls
  - Trends to define an entire culture by one word may risk emphasis on a positive value while unintentionally devaluing other positive values.

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Complexity

- Clear & Concise Cultural Vision
- Buy-in
- Change Management
- Enforcement
- Metrics & attribution
- Maintenance of the changes over time
- Visibility into pockets of leadership resistance
- Where extra support may be needed

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Influencing Culture

Direct Influence

Describe Your Culture

- Assess the culture of your team.

- What is and isn't there?

- Ask team members for observations and input

Culture is Dynamic

- Identify small opportunities for change with positive impacts

- Commit to consistency

- Communicate intent and encourage group participation

- Recognize positive changes

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Indirect Influence

Describe Your Culture

- Assess the organizations culture, be specific and detailed.

- What is and isn't there?

- What do others compliment or complain about?

Culture is Dynamic

- Identify a small behavioral change that counters negative aspects seen in the organizational culture.

- Commit to consistency

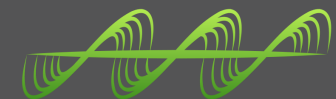- Keep a log of reactions from others and any changing behaviors

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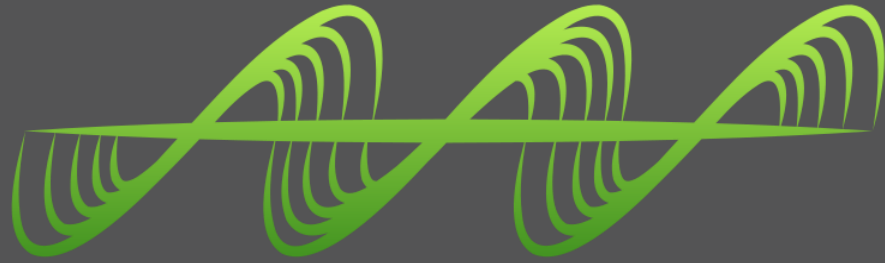
Diversity, Equity & Inclusion

- Understand the human context of a person, team, company, etc.
    - Be humble
    - Ask questions
    - Empathize
    - Be genuine & honest

Questions

Please raise your hand, a mic runner will come to you. Stand to speak.

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