Building Healthy Workplace Cultures
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Making the workplace a healthier place to work is the new frontier of performance improvement.

What can hold you back?
• Lack of Mutual Support ("Teamwork")
• Lack of Communication ("Transparency")
• Lack of Clear Expectations ("Selected Values with Defined Behaviors")
• Lack of Accountability ("Same Standards for Everyone")

What new workforce wants:
• Included in "Conversation"
• Professional Development
• Recognition for Achievements
• Continuous Improvement
• WIIFM

What new workforce needs:
• Realistic expectations
• Clear direction on behaviors and goals
• Focus on next step
• Coaching, Encouragement, and Support

Healthy Organizations
• The Leadership Team operates as One interdependent, mutually supportive unit
• A win-win culture where everyone is supported to succeed and grow
• Transparency about what is going on within the company
• All team members model the values and behaviors of the organization every day
• Accountability for participation and inclusion at all levels
Culture is workplace behavior driven by the values and mindset of leadership.

New Culture Requires:
• Leadership Team Alignment around Shared Values
• Evolution of mindset/attitudes
• Change of workplace behaviors

If the Leadership Team is not in alignment, the rest of the organization cannot be in alignment, undermining group effort.

Servant Leadership is helping everyone on your team maximize their success.

How you Maximize Success
• You succeed only when they do.
• You pay them and work for them.
• You need them more than they need you.
• They know the problems and solutions.

70% of learning is by doing (practice).

Levels of Competency
• Unconsciously Competent
• Consciously Competent
• Consciously Incompetent
• Unconsciously Incompetent

Behavior Change
Don’t look for the big, quick improvement. Seek the small improvement one day at a time. That’s the only way it happens, and when it happens, it lasts. John Wooden, UCLA Coach

Changes in Behavior creates Changes in Outcomes. Even small changes in behavior can make an enormous difference.
Building Healthy Cultures

• Get the team involved in a conversation about the values and behaviors everyone agrees will support the success of everyone in the game.
• Eliminate any obstacle or person that gets in the way, as quickly as possible.

Team Inclusion will:
• Create ownership of outcomes
• Develop better solutions to challenges
• Improve quality/consistency of output
• Identify new opportunities faster

Step 1: Leadership Alignment
• Discuss and agree upon shared values
• Define observable new behaviors
• Get to know each other very well
• Develop skill in mutual support and group accountability
• Neutral third-party facilitation (removes fear factor)
• Everybody IN

Implementation Plan
• Structure (concrete goals)
• Support (buddies)
• Accountability (set the expectation)
• Weekly Progress Reports to CEO
• Share Success Stories (every 30 days) = Behavior Change

Accountability—CEO
• Set clear expectations
• What, how, why, and by when
• Require mutual support for everyone’s success
• EVERYBODY IN. No Exceptions.
**Step 2: Involve Entire Team**
- Share and Demonstrate Values and Behaviors
- Set Expectations
- Provide Support and Coaching
- Share Information
- Ask For Their Ideas
- Publicize Success Stories

*The reason employees buy into the new culture is because everybody wins.*

Accountability works best when you hold people accountable to do the right thing.

**Step 3: Sustain Momentum**
- Drive Implementation Process throughout entire organization
- Utilize Skill Development Plan for Professional Development
- Provide Supervisor Skills Training to team members who manage other people
- Share Values and Behaviors with everyone—inside and outside organization

**Why This Works**
- Leaders model consistent, interdependent behaviors that demonstrate mutual support
- Everyone is accountable to play by clearly defined rules
- Team gives their best because your Culture supports everyone to win (psychological safety)
- Attracts and retains Career Bankers
- Implementation Process provides significant Long-Term Impact

*Success is Evolutionary.*

*Success is a choice.*