**Cultivating Culture: Unleashing Capacity**

**3 Strategies for Cultivating Culture:**

 Notes

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| **Authentic curiosity mindset*** Set a safe stage: ground rules
* Learn team members’ beliefs, passions and values: GOB ?’s
* Appreciate diversity of experiences 🡪 robust alternatives
* Open ended (what/how) vs. leading or why questions
 | * **These strategies move needle further & faster 🡪 unleash capacity**
* **Create clear/safe space: groundrules**
* **Culture work is practical** 🡪 **great outcomes: lower turnover, more self directed & accountable employees (ees), better quality applicants, higher mission attainment**
* **Practice being curious, no assumptions.**
* **Create 6 go-to questions to understand someone’s POV.**
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| **Crowd source solutions (CSS)*** Accept the wisdom is in the room
* Criteria: how we know its right
* Team generates criteria 🡪 buy-in & accountability
* Self reflection before group idea generation
* Team ranking of solutions
* Leaders acknowledge effective teamwork
 | * **Encourage everyone’s voice/involvement**
* **Criteria guides discussions & solutions**
* **CSS process: jointly develop criteria, everyone votes to prioritize; self reflect on criteria 🡪 possible ideas, jointly discuss ideas vs. criteria, rank to consensus; solicit action item/next step ownership. Repeat.**
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| **Continuous feedback systems*** Personalized user handbook re: communication, feedback, technology
* Offer feedback continuously in a manner desired by each recipient
* Water cooler huddle, thumbs up check-in, get on board questions, survey activation sessions, objective/opportunity/project review
* Employee survey, 360 review with heavy emphasis on self reflection and peer & patron input
 | * **Can seem overwhelming to customize; opportunity for authentic/transparent reality check.**
* **Positive, specific, relevant shout-outs are effective (vs. generalized ‘atta girl) 🡪 defeats other good work)**
* **Benefit to knowing individual differences: sense of being recognized/seen/understood.**
* **Informal approaches: huddles, get on board questions, thumbs up/down, peer mentoring**
* **Semi-formal: SAS (survey activation sessions – don’t bother to survey if not committed to this step), project/goal/professional development plan debrief, 360 reviews, peer mentoring**
* **Sandwich positive and negative feedback; be certain the constructive content is “heard”**
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