**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.** |
| **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.** |
| **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”** |