Is Your Organization's Culture Impacting Productivity?

What is Organizational Culture?

Culture is an important enabler of high-performing organizations. It reinforces strategic direction by aligning "what" the organization does with "how" and "why" it does it. The source of many performance issues, such as challenges with communication, productivity, collaboration, accountability, disengagement, and frustration among individuals, within teams, and across an organization is often rooted in the existing culture. Did you know, culture can either enable or hinder the way in which work get done? Culture can positively or negatively impact mission, performance goals, important decisions, and specific projects.

There is good news when it comes to culture, an intentionally developed culture can take what is working, add additional elements and create the right culture. An intentionally developed culture can positively affect people and their level of engagement with an organization. Organizations that have consistently improved their performance over the long term made the continuous commitment to understand their culture. These organizations understand that the impact of engagement at the individual level drives engagement at the team or organizational level, which ultimately leads to enhanced organizational performance. In fact, a Gallup study shows that organizations with top levels of employee engagement report increased productivity by 21% and profitability by 22%. Additionally, according to E&Y, 92% of Board Members of the FTSE 350 companies say that investing in culture has improved their financial performance.

When there are discrepancies between expected values and actual behaviors, and when the current culture no longer supports the mission and achieving the objectives of an organization, an opportunity emerges to identify causes and design a plan to address the misalignment and improve organizational performance.

What Are Your Greatest Organizational Challenges?

- Responsibility & Accountability
- Communication
- Trust
- Stagnation
  (i.e., lack of innovation or "this is how we've done it" thinking)
- Engagement
- Continuous Change
- Attracting & Retaining Talent
- Customer Experience
- Collaboration & Knowledge Sharing
- Shared Vision

Management Concepts Approach

Creating new ways of interacting with others that lead to improved organizational performance requires a well-planned approach that engages leaders across all affected workgroups and levels of the organization. Our approach includes assessing the current state (qualitative and quantitative); identifying and clarifying the vision to ensure alignment; engaging others to gather feedback, prioritize areas of focus and define a plan; manage the change; building the capabilities needed to create and maintain the constructive culture; and plans and processes for sustaining performance.

Benefits of Focusing on Culture

- Alignment between leadership and staff, creating a sense of connectedness to your organization's vision and mission, resulting in being able to positively influence people and their level of engagement with an organization
- Increased communication, collaboration, and accountability that supports achieving organization objectives
- Increased customer, management, and employee satisfaction
- An environment where employees feel valued; increasing morale and retention of high-performers
- Increased organizational performance and employee productivity

"Culture is not a surface phenomenon, it is our very core." - Edgar Schein

MANAGEMENT CONCEPTS