

**Walking The Talk:
Making Connections
With Leaders and Staff**

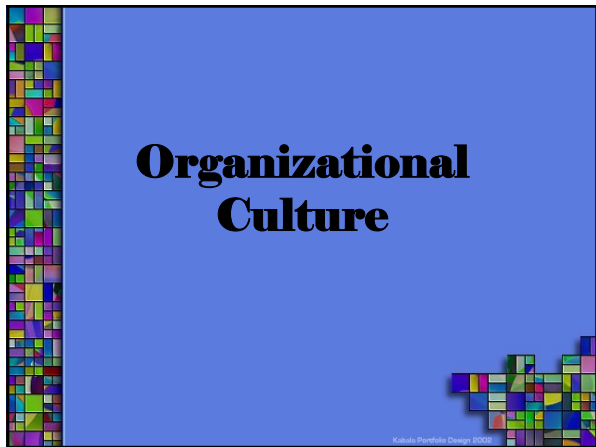
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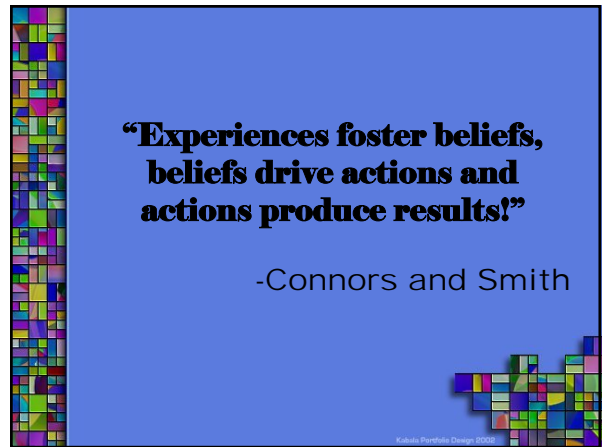
“It’s not MY job!”

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**Organizational
Culture**

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**“Experiences foster beliefs,
beliefs drive actions and
actions produce results!”**

-Connors and Smith

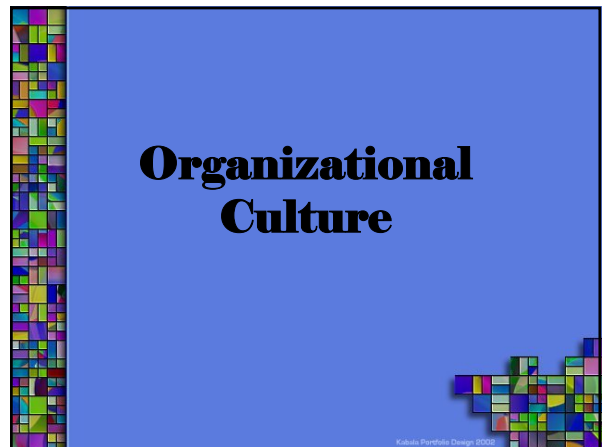
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“The Results Pyramid”
Connors and Smith

- Results
- Actions
- Beliefs
- Experiences

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**Organizational
Culture**

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“The Results Pyramid”

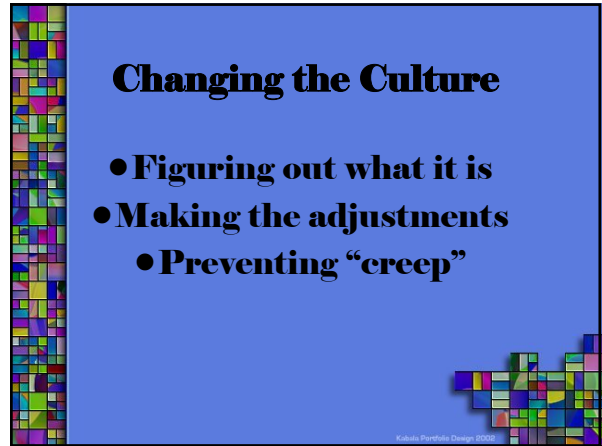
Connors and Smith

- Results
- Actions
- Beliefs
- Experiences



Changing the Culture

- Figuring out what it is
- Making the adjustments
 - Preventing “creep”



To help you get started. . .

Connors and Smith

| | |
|------------------------|-----------------------------------|
| ● Communication | ● Apathy/Blame |
| ● Staff behaviors | ● Rewards/Recognition |
| ● Performance | ● Productivity |
| ● History | ● We-They Thinking |
| ● Customers | ● Interdepartmental communication |
| ● Employee Involvement | |



Your Culture’s Results

| ● The Current Culture | ● The Desired Culture |
|-----------------------|-----------------------|
| — | — |
| — | — |
| — | — |
| — | — |
| — | — |
| — | — |
| — | — |



“Leadership Behaviors That Foster and Accelerate Culture Change”

Smith and Connors



- Feedback
- Alignment
- Leading – managing the culture!



Our Learnings. . .




Take one issue. . .

- What are the results you are now seeing?
- What kinds of experiences are your employees having in your organization with this issue?
- What are the beliefs in your organization about this issue?

- What changes would you like to see in the results?
- What kinds of experiences would your employees need to have to start to change their beliefs?

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References To Help You In Your Learning

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*A profound leadership
challenge!*

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Will you accept it?

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Thanks for being a part of our group!

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