

5 TIPS TO TRANSFORM #MYWORKCULTURE



To improve workplace culture, managers should develop an ethos of strategic, issue-driven conversations.

Once you've had a constructive conversation, what comes next? Soliciting employee feedback creates expectations for follow-up. Employees who take a risk to share their perceptions will watch to see if you've really listened. They'll want to see evidence that ideas are being brought to life and people are being moved to action.

STEPS TO TAKE FOLLOWING A WORKPLACE CULTURE CONVERSATION:

- 1. Have a follow-up.** Harness the momentum built by the initial discussion and incorporate constructive conversations in regular exchanges. Let employees know how their ideas and views are shaping culture at various levels.
- 2. Assess what you've learned.** One-on-one conversations can lead to powerful revelations about how employees really think and feel when it comes to the workplace. Determine if what was shared warrants immediate action and whether leadership should be alerted before conversations continue.
- 3. Have conversations with others.** Be inclusive and have workplace conversations across a diverse group of employees, including leadership, to help get an understanding of which concerns are team-specific or organization wide. This additional feedback can gut-check any concerns discussed. Meet with your supervisor or leadership about next steps.
- 4. Take action.** Address a couple of valued and visible concerns quickly. This builds trust in your sincerity to make longer-term changes—some of which may require employees themselves to change their behavior.
- 5. Engage employees in solutions.** Demonstrate that employees can be part of strategic organizational change. For example, involve them in projects related to any conversation outcomes or ask for their help in advancing ideas.

1 in 3 managers admit creating the right culture is difficult. Having regular culture convos can give managers deeper insight and knowledge that drive strategic outcomes.