



WORKPLACE CULTURE 101

Starting from scratch? Here's some high-level points to commit to, to get your workplace culture journey underway and moving forward.

- **be proactive** – don't wait for things to go wrong because the journey back from a negative space can take a long time and you're likely to lose some good people along the way.
- **involve your people** – find out how they're feeling and what matters to them. Run focus groups, create a survey, have a way for the team to provide ideas and feedback. Remember two things when you open up to this idea – you need to take the suggestions seriously, and it's everyone's responsibility to make wellbeing a part of everyday culture, attitudes, habits and behaviours.
- **talk to others** – if you know someone in an organisation that has an awesome culture, ask them out they got there and what they learnt along the way. Pay them a visit and check out what a workplace with a great culture feels and looks like.
- **treat it as a project** – define who needs to be involved at each stage, develop a timeline, document from start to finish, including what the ongoing process will look like.
- **keep it alive** – keep up the conversation, allocate time to it, share updates on how things are evolving, celebrate progress. Make it *part* of your culture to talk *about* your culture.
- **give it time and stick with it** – this is a train that once on the journey, can't be hopped on and off. The team and the organisation are going to need to be committed, and that's ideal because everyone stands to gain.
- **build in self-care** – even a positive process is a time of change and adjustment, so be sure to be particularly observant for your own and others' wellbeing at all levels of the organisation.
- **be present** – save yourself the headaches that can come from an unintentional approach to interpersonal workplace dynamics – be present, chat and ask questions, be a great listener. These small steps show you care.

You're not always going to get things right, and if you're serious about making change you're going to hear where you got things wrong! Be open to that and prepared to make changes because it will build team loyalty and trust (and if you choose to ignore those conversations, they don't go away, they just go underground, which is the last place you want them to be!)