

**Culture is:**

# **Routines and Rituals on Repeat**

**What do you deliberately double up on?**

  
**yellow umbrella®**

Experimental Exercise:



# What ya worried about ?

Smash out a list of the things that concern you  
right now

Experimental Exercise:



# What concerns can you control?

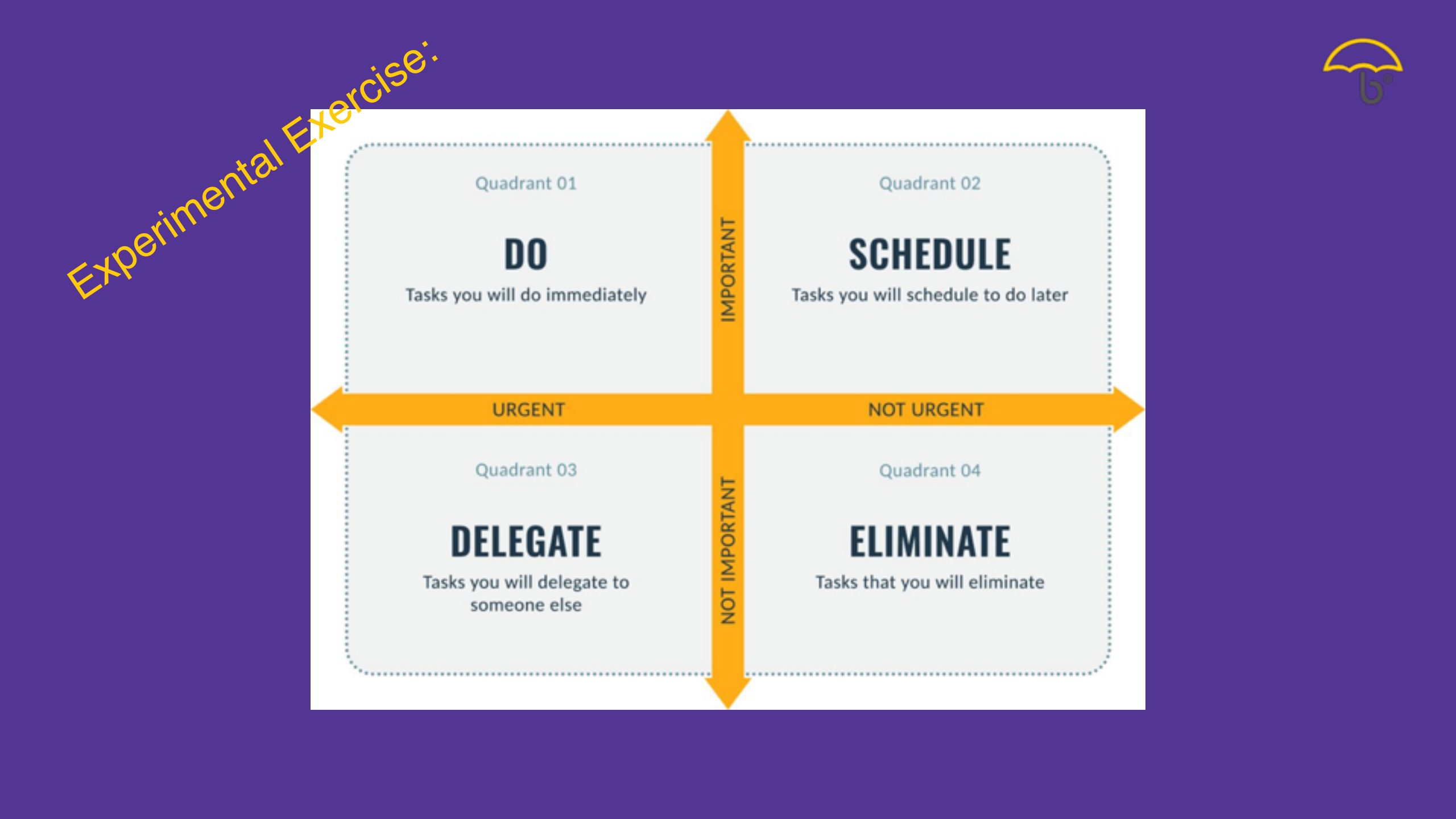
Underline the concerns  
that you can control

Experimental Exercise:



# Do yourself a favour

Focus on what you can control



Experimental Exercise:





## The Change in Leadership

### **Past**

My Paycheck

My Satisfaction

My Boss

My Annual Review

My Weaknesses

My Job

### **Future**

My Purpose

My Development

My Coach

My Ongoing Conversations

My Strengths

My Life

GALLUP



# **Employee Engagement**



# **Provisions**

**I have the materials,  
tools and training to  
do my job well.**





**Direction**

**I understand what is  
expected of me at  
work**



If the learner hasn't learnt,  
The teacher hasn't taught



**Wellbeing**

**My employer  
supports my  
wellbeing**



G.A.S



**Manager**

**I have a positive  
relationship with my  
manager**



**Colleagues**

**I have a positive  
relationship with the  
people I work with.**



# **Recognition**

**I am satisfied with how  
the company recognises  
people.**



# BEHAVIOUR IMPACT





# **Contribution**

**I am given a chance to  
contribute my opinion.**

Great Coaches  
Ask Great Questions

CURIOUS



# **Autonomy**

**I am encouraged to use  
my initiative and make  
decisions on my own.**



**Growth**

**I am satisfied with the opportunities I am given to develop my skills.**



**Potential**

**At work I have the  
opportunity to do what I  
do best every day.**



**Purpose**

**I feel connected to the  
purpose of the  
company.**



Connection  
=  
Purpose



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# employment contract



Good Faith

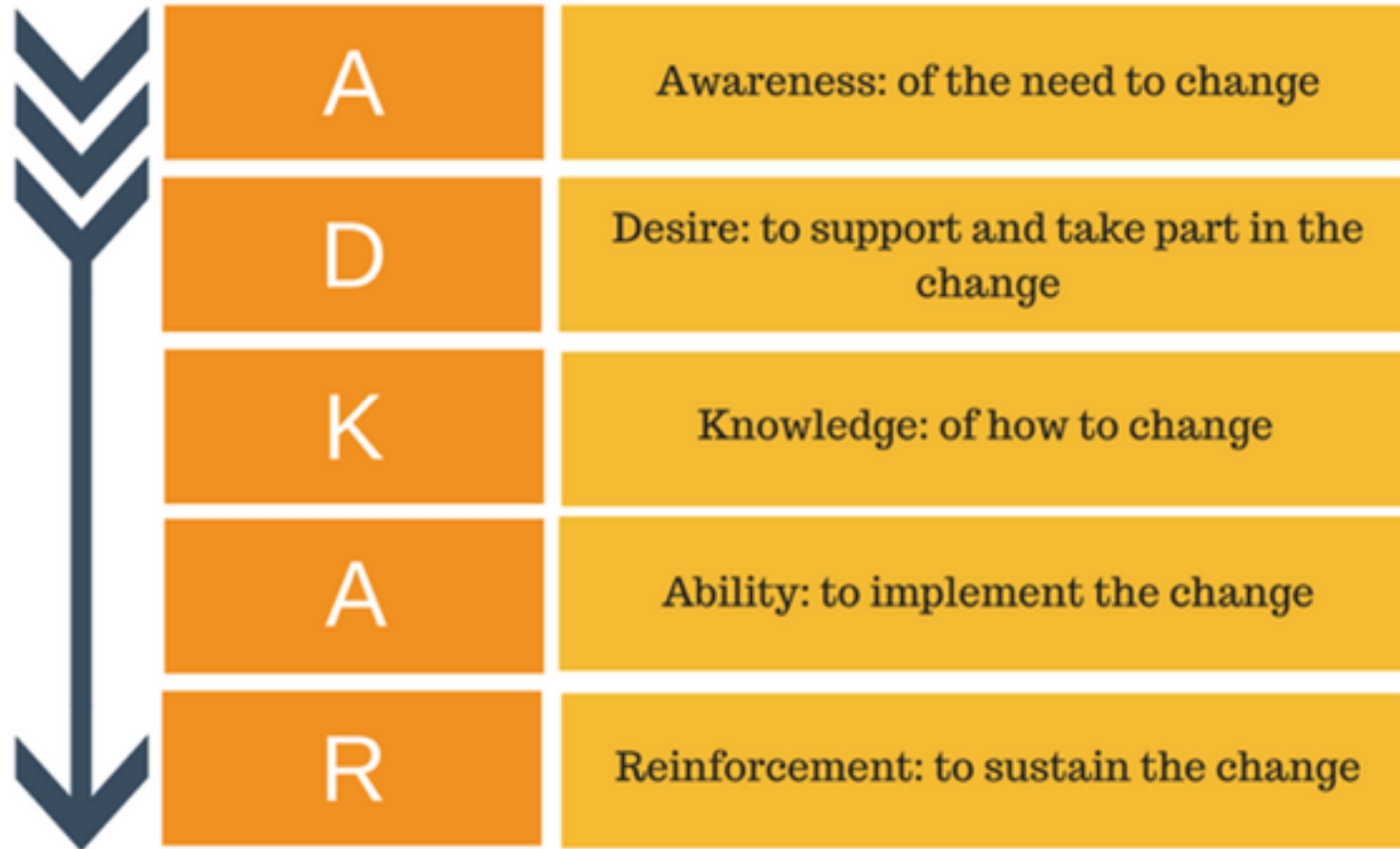
Good Reason

Fair Process



# Managing Change

# ADKAR Model of Change





**Manager**

**I have a positive  
relationship with my  
manager**



employment contract  
+  
social contract

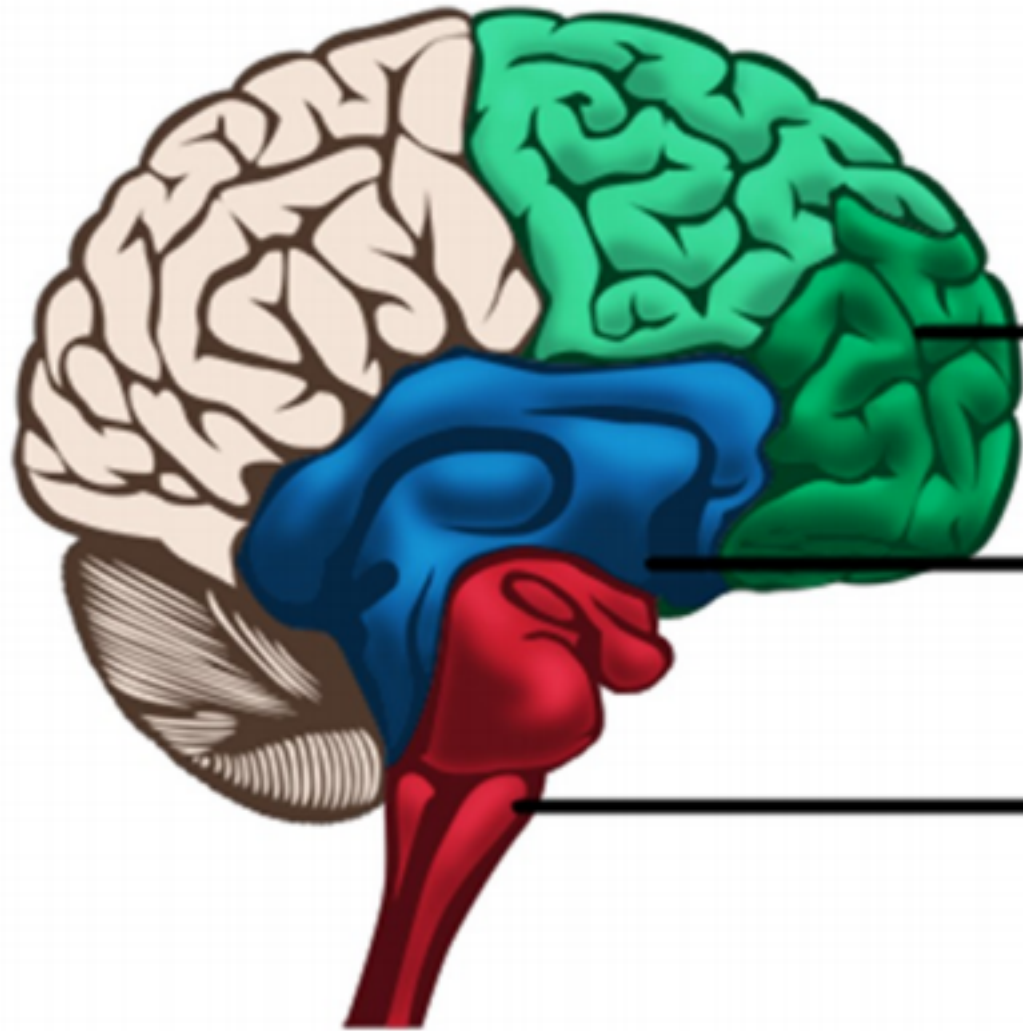


We join companies  
stick around for teams  
and leave managers



A close-up portrait of a lioness looking directly at the camera with a serious expression. The lioness has light brown fur with darker spots and a dark blue nose. The background is dark and out of focus.

psychological safety



### **Executive State**

Prefrontal Lobes

What can I learn from this?

### **Emotional State**

Limbic System

Am I loved?

### **Survival State**

Brain Stem

Am I safe?



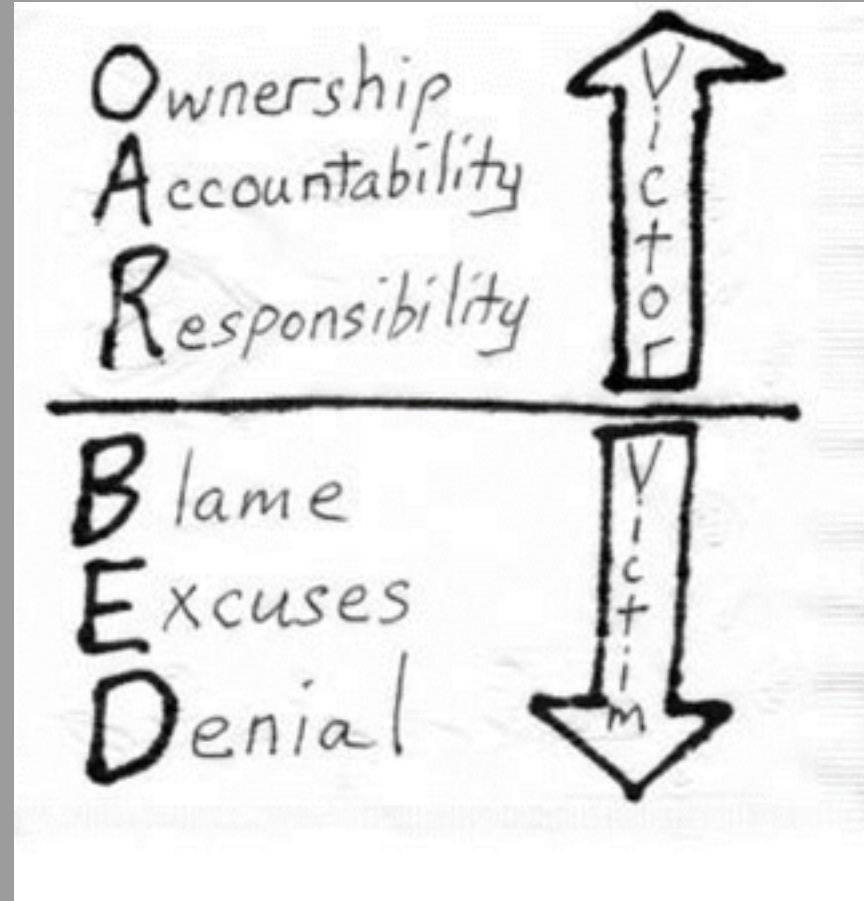
facilitate oxytocin



- Authenticity
- Don't Rush
- Empathy, Not Ego
- Be Open To Feedback
- Transparency = Trust
- Curious

<https://www.forbes.com/sites/forbesbusinesscouncil/2020/12/07/15-ways-to-promote-psychological-safety-at-work/?sh=75bc38d023b2>

# OAR BED





**Sometimes you  
manage people,  
sometimes you  
manage perceptions.**

JOSH COX

  
yellow umbrella®



You have a story,  
I have a story,



If you don't tell me the story...  
I'll make one up

**The greatest  
contributor to  
conflict is**

**AVOIDANCE**

What conversation have you not had yet?

 **yellow umbrella®**





# Ongoing Conversations

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