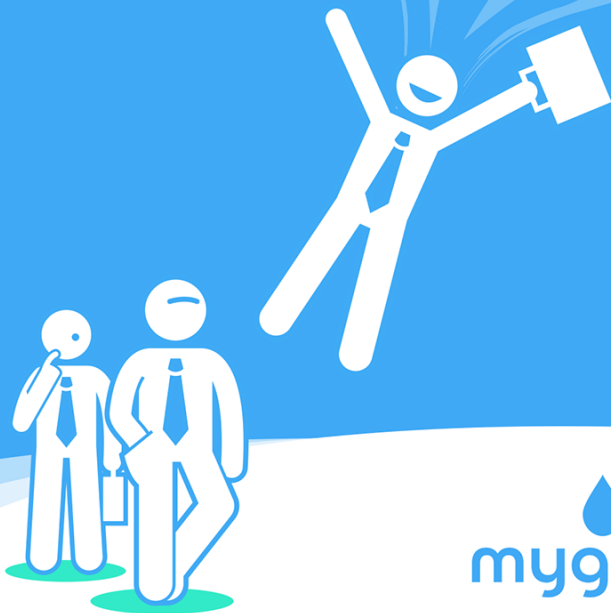




# ORGANISATIONAL CULTURE RESET PROTOCOLS



# ORGANISATIONAL CULTURE RESET PROTOCOLS



I am sure you have heard it said that “Culture is the way things are done around here”.

Culture is not about the posters on the wall and the well-written core values statement or expected behaviours. People quickly work out what needs to be done and how they should behave in order to fit in with the team and organisation.

Rather, the key question for now is “What are we expecting and wanting our culture to look like when we return to work?” We all want productivity to be right up at the top from day 1, but is this possible? From an organisational culture perspective this is not a guaranteed reality. You and your colleagues could be feeling anything on a spectrum from:



The truth is that many are probably somewhere between these extremes; there are probably elements you can't wait to get back to, and some new learnings you are hoping to take back into the workplace with you – and there are possibly some dynamics you are wishing will never surface again!

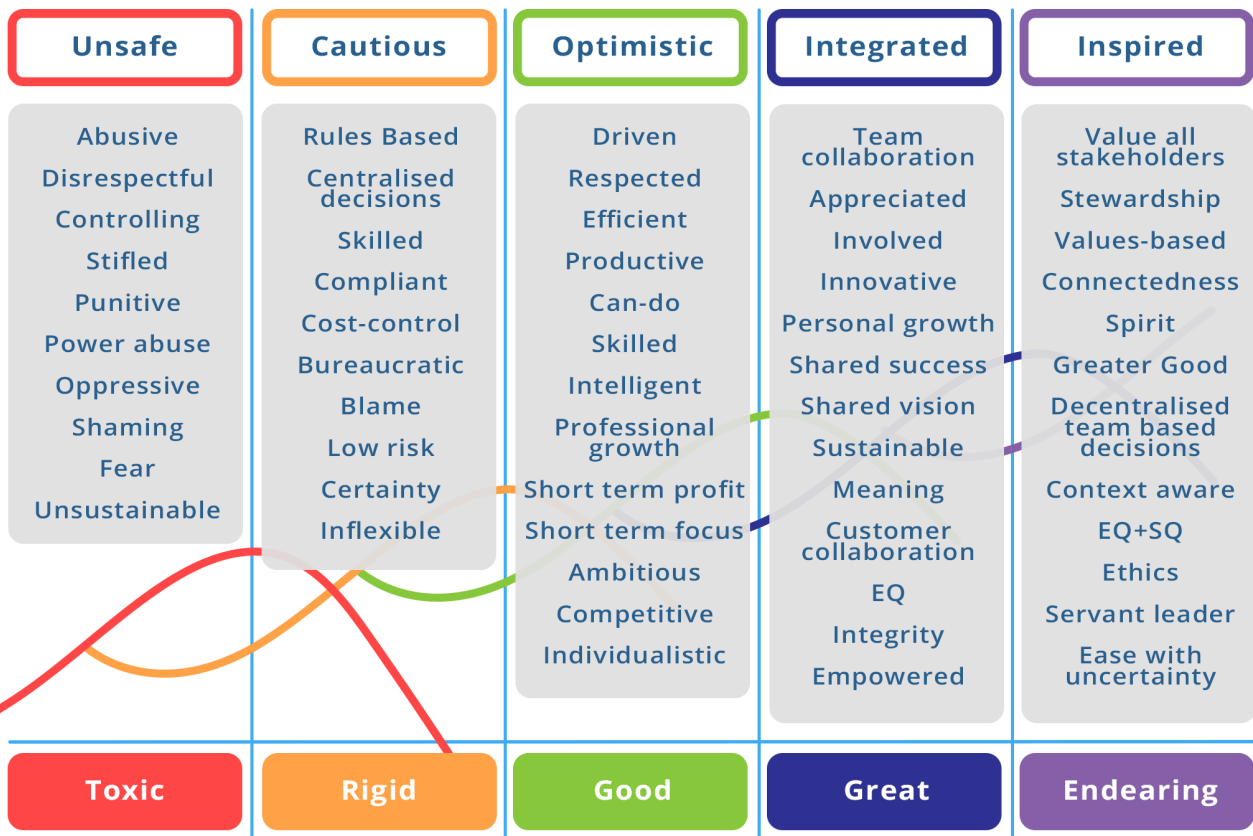
We find the Cebano Culture Shift Model a helpful way of reflecting on what your culture has been like, and a great tool for moving towards what you want it to be, going forward. Simply thinking through this framework will help you decide where to focus and where the most change may be needed.



# CEBANO CULTURE SHIFT MODEL

Take a minute to read the list of words that describe the different ways culture can be, from 'Toxic' on the left, to 'Endearing' on the right.

## PROGRESSIVE SUCCESS THROUGH CULTURE SHIFT



Copyright 2015 Cebano Consultants

You can think through the different aspects of your company culture and plot them against this framework, by asking a question like: "Where were we before COVID happened?" As you seek to answer that question, see which column's words best describe the situation most accurately.

Then consider the aspects again as you ask yourself: **"Where do we need to be in order to maximise our chances of success going forward?"**



Aspects you may want to plot on this framework could include:

- **Working relationships:** How have we worked as a team, and across teams?
- **My leadership:** Where would I plot myself as a leader? What is the key thing I need to focus on or change as I return? How will I do this and hold myself accountable to make the change?
- **Our systems and processes:** Are they holding us back in some way? What needs to change? How open are we to questions and suggestions around change? What was my response to the last 3 ideas people suggested?
- **Communication:** What has changed since the lockdown. What has improved and what has deteriorated? How can we improve communication?

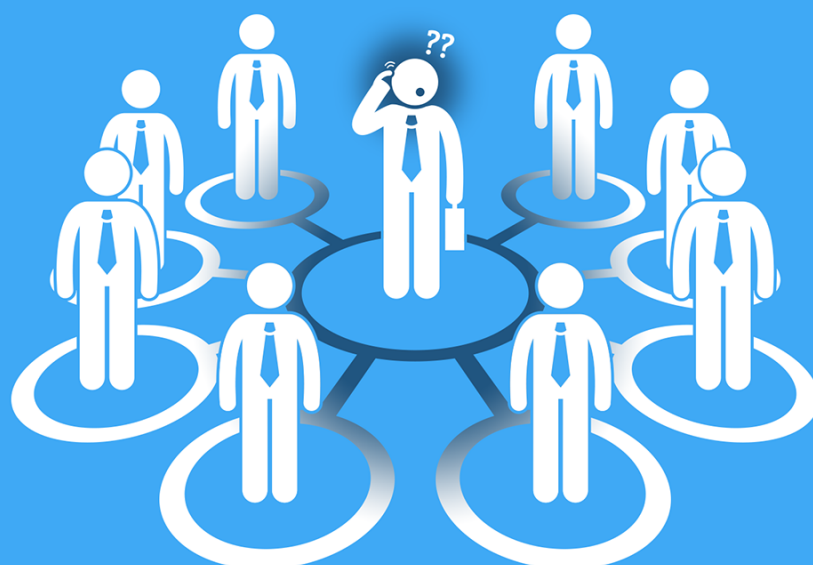


We believe that finding a new rhythm of work (whether remote or in the office) is going to bring many challenges to your organisational culture, but it will also offer many unique opportunities.

Culture is heavily influenced by an organisation's leadership. So, as a leader how are you 'showing up'?

Some key questions you can ask yourself might include:

- What fears am I bringing back to the workplace with me? What am I doing to understand these fears? What impact is it having on my behaviours and working relationships? What is the one thing I can do to help myself in this space?
- What am I doing to be more empathetic and caring to others?
- How am I contributing to the anxiety and stress in the workplace?



# CULTURE RESET PROTOCOLS

The following action steps will help you to reset some of the aspects of your organisational / team culture in a positive way:

- **Self Assess:** set a time to work through the aspects and questions above.
- **Team Assess:** have a one hour session with your team working through the aspects and questions above.
- **Practical Shifts:** decide and agree on 1 daily and 1 weekly practical thing you can implement to shift towards where you need to be.
- **Develop EQ:** doing Mygrow each day will build the EQ foundation that is needed to shift towards an endearing culture.

## TAKE A DEEPER DIVE

If you would like to, Cebano can facilitate the process for you with a consulting service that includes a built in survey, facilitated dialogue around the culture in your organisation / team, and take you deeper from a personal perspective, in terms of how you are impacting others as a leader.

This resource was developed in collaboration with **Llewellyn de Jager** from **Cebano Consultants**. To contact Llewellyn directly, to take the culture conversation forward, please email him at **[Llewellyndj@cebano.co.za](mailto:Llewellyndj@cebano.co.za)**