

Building a Healthy Team Culture

...and why this matters for success



x



Culture is the



determinant of team and organisation success

Which comes first, organizational culture or performance? Journal of Organisational Behaviour

92%

of executives concurred that improving the culture would
improve the value of the organisation

Corporate Culture: Evidence from the Field

Yet only

16%

believe that their culture is where it needs to be in order to do so

Corporate Culture: Evidence from the Field

THE VALUE OF VIBRANT CULTURES

41%

Lower Absenteeism

59%

Lower Turnover

70%

Fewer Safety
Incidents

40%

Fewer Quality
Defects

17%

Higher Productivity

10%

Higher Customer
Satisfaction

20%

Higher Sales

21%

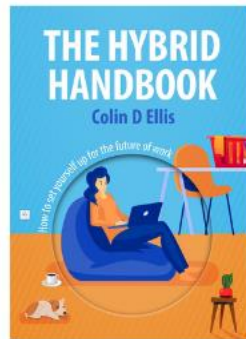
Higher Profitability

**The average profit in 2023 of the top 10
'Best Places to Work' in the US was:**

\$38bn

Top 3 barriers to culture change:

1. Changing attitudes and mindsets
2. Prevailing culture / middle manager skills
3. Lack of senior management support



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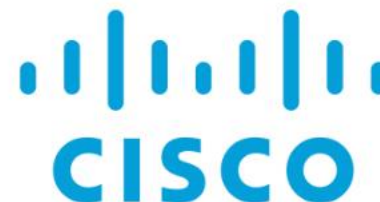


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Clients include:



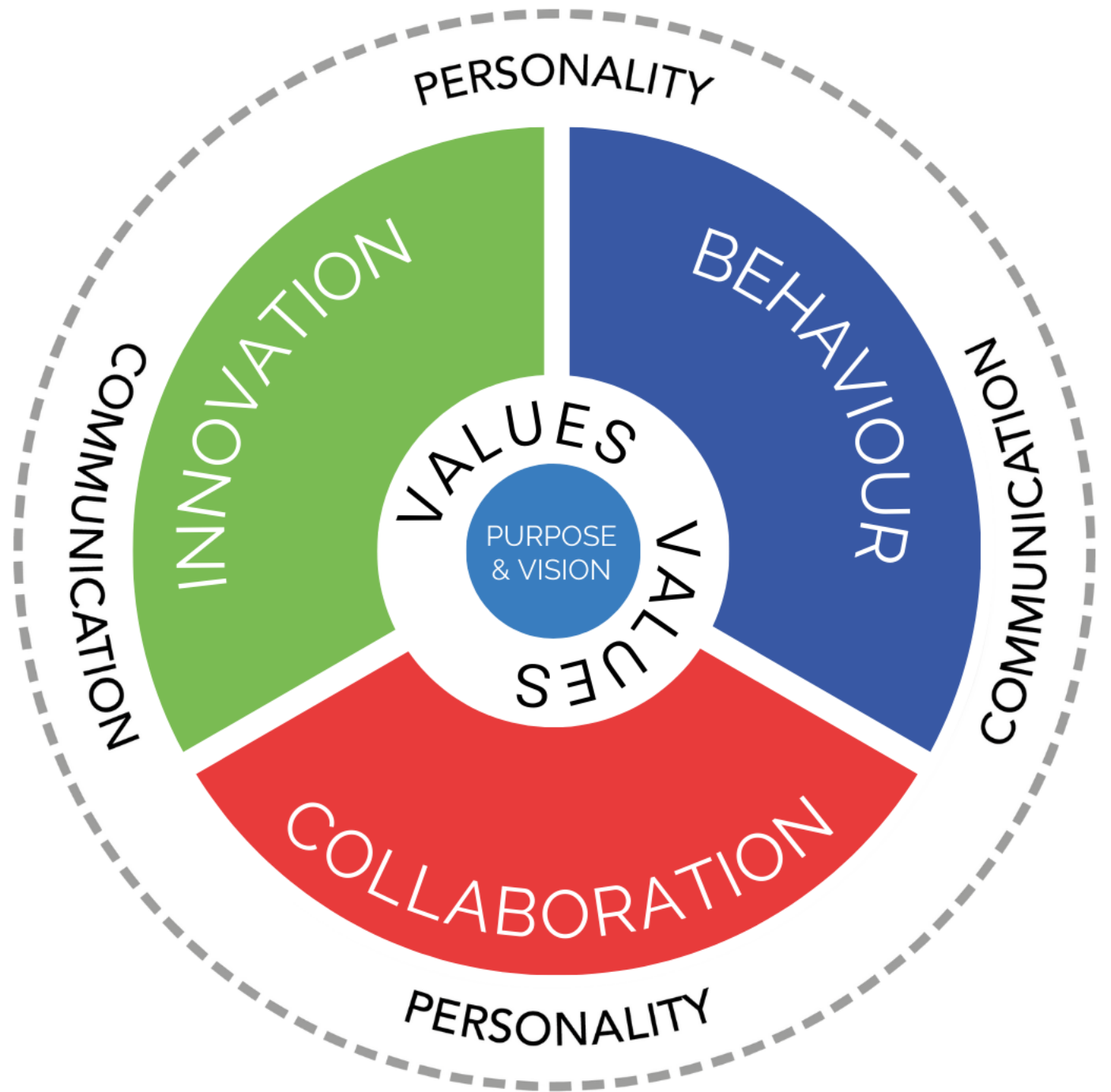
Australian Government
Australian Taxation Office



Australian Government
Department of Agriculture,
Water and the Environment

Culture is owned by
everyone and can be
destroyed by anyone

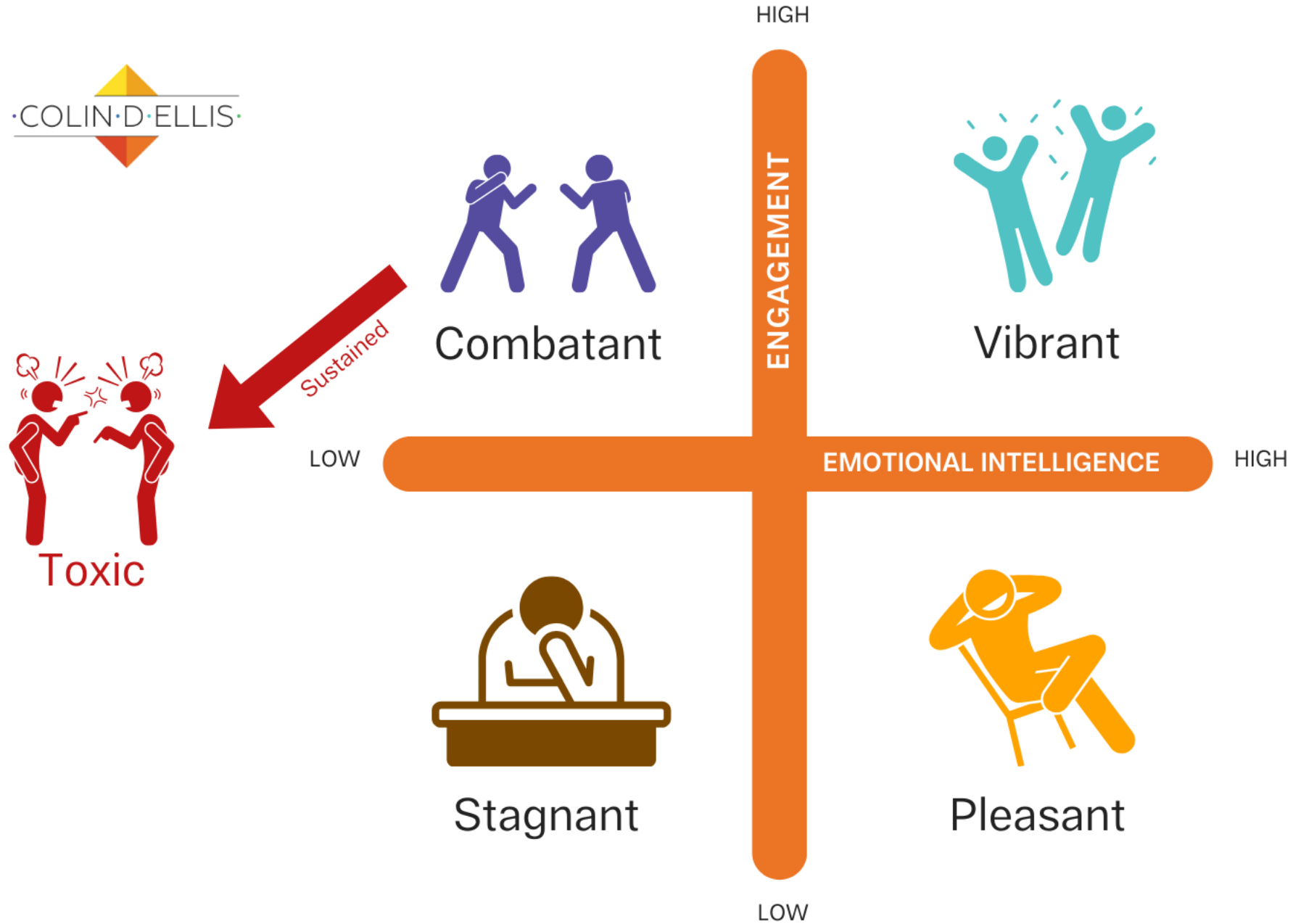
The Six Pillars of Culture

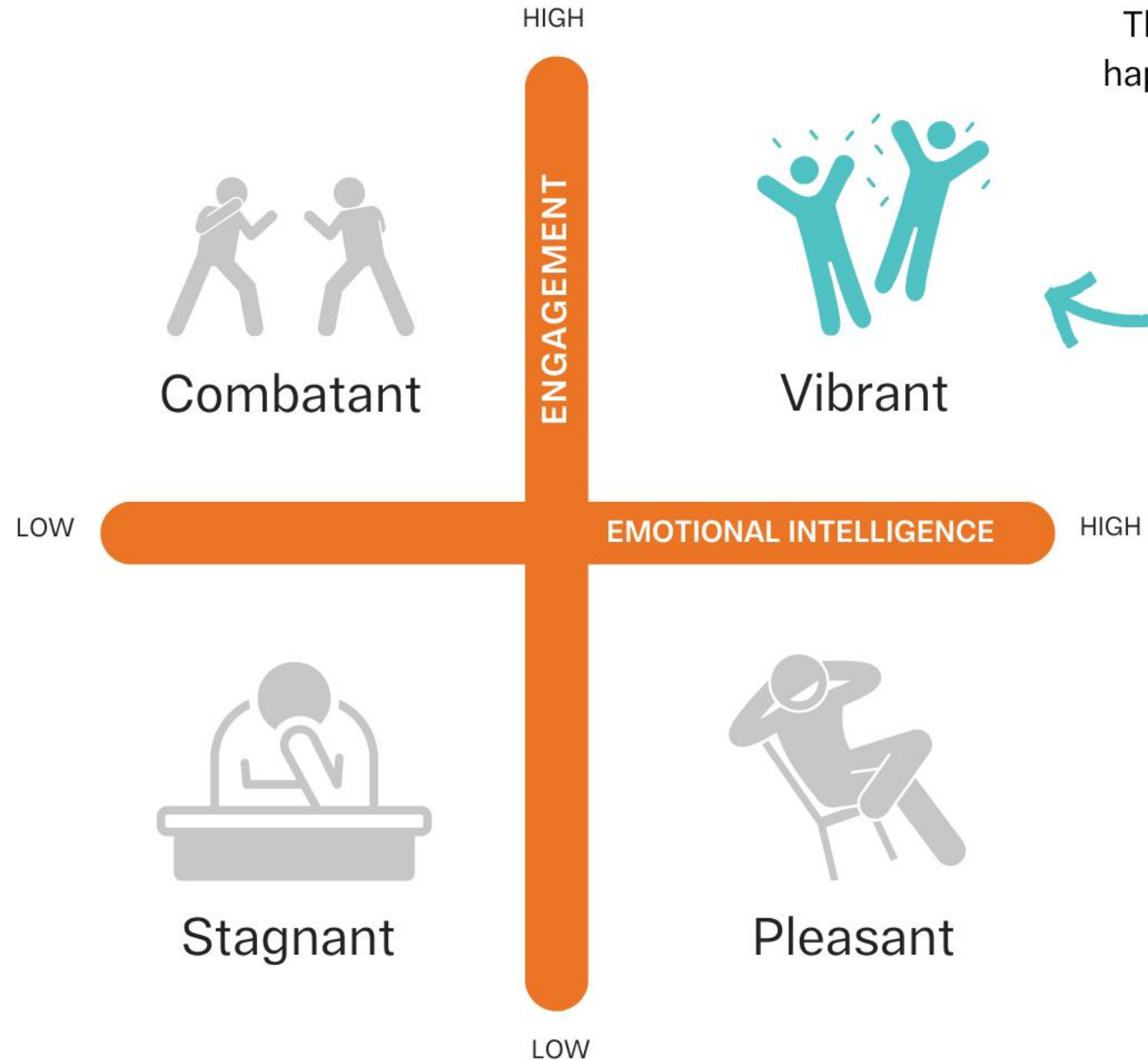


Emotional Intelligence

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

'Staff whose leaders are emotionally intelligent are 50% more engaged than those whose leaders aren't emotionally intelligent.'





**'Only 3% of people leaders said
they feel completely confident
in their ability to build great
culture.'**

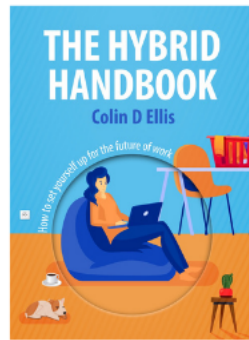
THE ESSENTIAL SKILLS FOR CULTURE BUILDING

1. Understanding culture and why it's important
2. How to build relationships between team members
3. How to communicate effectively
4. How to set expectations
5. How to give and receive feedback
6. How to resolve team conflicts
7. How to generate productive collaboration
8. How to use technology to positively affect performance
9. How to innovate

ACTIONS

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- Recognise that vibrant culture doesn't just 'build itself'
- Invest in training for your middle managers
- Don't allow brilliant jerks to undermine what you've built



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