



END OF YEAR COMPANY CULTURE REVIEW

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AS WE DRAW TO THE END OF THE CALENDAR YEAR, NOW IS A USEFUL TIME TO STOP AND REFLECT ON WHETHER YOUR COMPANY CULTURE HAS HELPED OR HINDERED YOUR BUSINESS PERFORMANCE, CUSTOMER EXPERIENCE AND EMPLOYEE FULFILMENT OVER THE PAST TWELVE MONTHS.

In our Culture Planning Program, we highlight the core symptoms of an under-performing culture and how to address them.

The most common of these symptoms are listed in the following pages.

I invite you to consider them in relation to your company culture. If many of these relate to your company, perhaps the new-year is the perfect time to become proactive in creating a high-performance culture. If most of the following does not apply to your company then perhaps it's time to pause and celebrate the fact you have curated a workplace culture worth belonging and contributing to.

SYMPTOMS YOUR COMPANY CULTURE IS IN TROUBLE

1. High staff turnover (especially if your competitors keep stealing your best people)
2. High absenteeism
3. You regularly miss achieving key performance business indicators you should be capable of achieving
4. Your people regularly complain about a lack of communication in your organisation
5. High accident / incident levels





6. Regular customer complaints about your people's attitudes and levels of empathy
7. High rates of wastage
8. Employees regularly describe their roles as boring
9. Low productivity levels
10. Reluctance to change
11. People seem to lack the capability to behave in alignment with your company values

12. Leadership vacuum (you have people called leaders but they don't act as such)
13. Fearful perspectives dominate people thinking
14. People in your culture consider a difference in opinions as a threat to their status
15. Distracted (rather than focused) performances are the norm
16. Sarcasm and cynicism are normal and even acceptable ways of communicating to one another
17. Silo mentality is the norm
18. People blame others first before they take accountability for their contribution to the negative environment or situation





19. People are reluctant to contribute and share in meetings or focus groups
20. The energy feels low (we have all experienced at some time walking into an environment where we can immediately sense the people aren't happy or don't like each other)
21. People prefer to share their point of view rather than listen and understand others' opinions
22. Victim mentality dominates visionary mentality
23. Customers are referred to as being a nuisance or inconvenience
24. Managers refer to their teams as a problem. Employees refer to their managers as a problem
25. There is a strong and persistent reference to the 'past', the 'good old days' or, 'the way things used to be' rather than focusing on the here and now and solutions.



ABOUT MICHAEL HENDERSON

Michael is a Corporate Anthropologist with over 30 years' experience advising and educating organisations on how to unlock the power of their culture for increased performance, employee fulfilment and customer delight. Michael is acknowledged as one of the best in the world in his field and is the author of ten books on culture performance and leadership. He has delivered two Ted Talks and is an international keynote speaker.

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