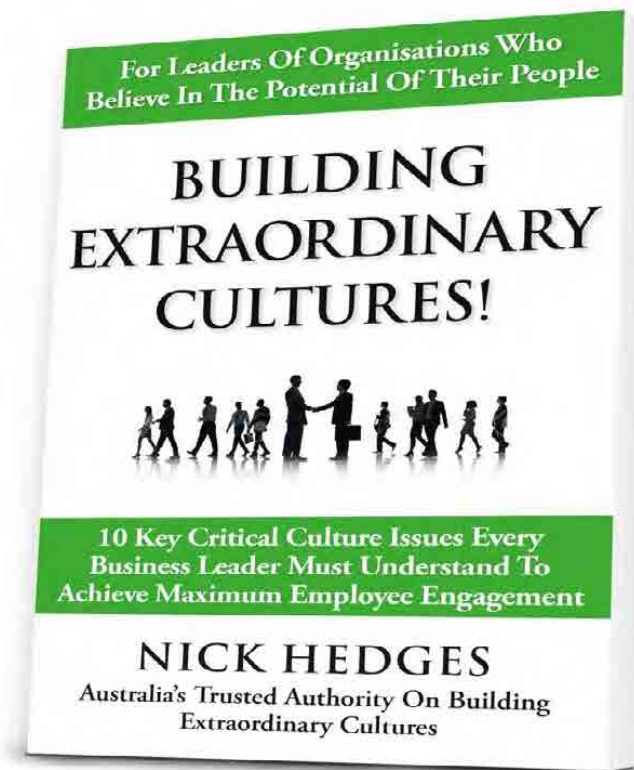


Creating An Extraordinary Culture!

Nick Hedges



Australia's
Trusted
Authority On
Building
Extraordinary
Cultures

A bit about me briefly...



Overview for Today...

- ▶ Connecting to Create Motivation
- ▶ Sensitivity & Awareness of Others
- ▶ Creating a Sense of Trust
- ▶ What Drives Your Team?
- ▶ Group Discussion

Case 1





Culture is akin to the Iceberg Theory



Behaviour

Surface Knowledge

Thoughts

Beliefs

Values

Deeper Knowledge



Case 2

What would you think if you saw this guy?



What would you think if
you saw this lady?





Takeaway

- ▶ Sensitivity
- ▶ Awareness of others
- ▶ Emotional connection
- ▶ All about building trust

Case 3

Managing by fear





Takeaway

- ▶ Self management - be aware of our mood and emotions
- ▶ Self awareness - how do you feel and how is that going to impact your actions

A photograph of two men in an office setting. The man on the left, wearing glasses and a light blue shirt, is high-fiving the man on the right, who is wearing a brown jacket. They are both smiling. In the background, there are office desks with laptops and a window with a grid pattern. A semi-transparent white circle is overlaid on the left side of the image, containing text.

Building culture is all about
connecting with our staff

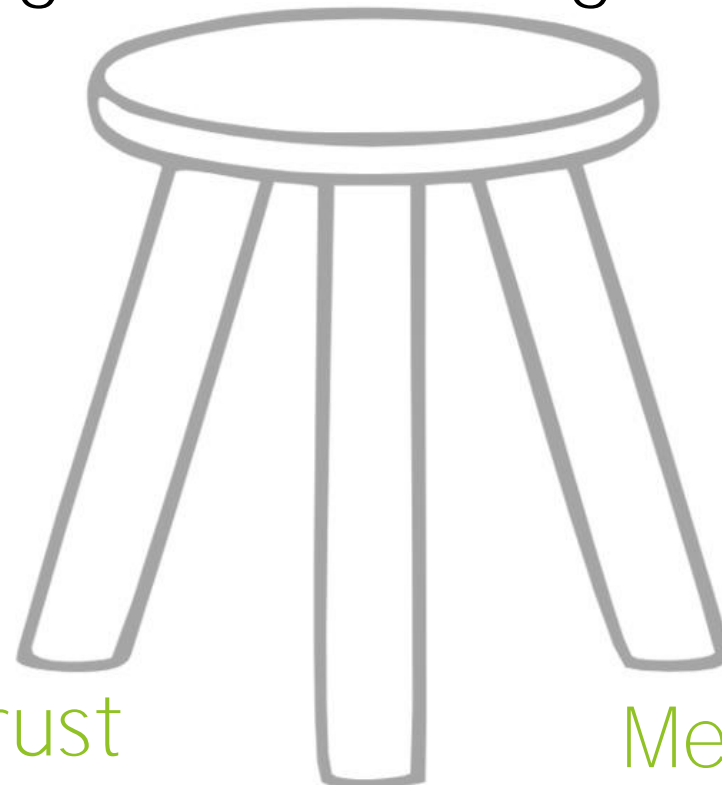
Make them feel valued!

Question for all of you...

- How do you connect with your staff?
- What activities do you undertake to connect with them?

3 legged stool concept

High Performing Team



Sense of Trust

Meaningful Relationships

Open and Honest
Communication

What drives your team?

What would you think?

- ▶ Money?
- ▶ Advancement?
- ▶ Promotion?
- ▶ Leading people?



Group Discussion

- ▶ Turn to the person next to you
- ▶ Discuss for 5 minutes
- ▶ What are the top 3 - 5 key issues that are affecting your culture at the moment?

Results of my research

Top responses that were confronting/eroding culture:

- ▶ Turnover of employees due to increasing compliance
- ▶ Not addressing employee issues immediately
- ▶ Competing priorities of employees
- ▶ Poor governance and management
- ▶ Creating a culture of free flowing information
- ▶ Workplace where values are not paramount
- ▶ Non supportive environment

The Science of Emotions

Emotions influence...

Decisions



Behaviour



Performance



A Gift For You...

