

How to Create a Winning Work Culture

Accelerating Excellence with Del Gilbert Podcast Episode #86 - Resource Guide

*"Treat a person as they are, and they will remain as they are.
Treat a person as they could be, and they will become what they could be."*

- Ralph Waldo Emerson

- Great work cultures need to be intentionally created.
- Positive behaviors are the key to a mutually supportive, high-performing work culture.
- One of the best ways to create a winning work culture is to develop clear behavioral standards.
- People live up or down to expectations.

Steps to creating clear behavioral standards

1. SELECT A CROSS SECTION OF TEAM MEMBERS

Choose team members who demonstrate and exemplify positive behaviors already.

2. BRAINSTORM WINNING BEHAVIORS

Go beyond values to concrete behaviors.

For example, instead of just saying 'teamwork', be more specific like:

- I am helpful with my expertise and willingly share my knowledge
- I regularly express appreciation, affirmation, and encouragement to my coworkers.
- I respect the differences everyone brings to the team
- I go directly to my coworkers in times of conflict with a spirit of reconciliation.

3. REFINE THE LIST

Begin to group 'like' behaviors into categories. Eliminate redundancy. Refine each statement for clarity.

4. STATE THE BEHAVIORS IN THE POSITIVE

State the behaviors you want, not the behaviors you don't want.

5. USE 'I' INSTEAD OF 'WE'

The behavioral standards are about personal responsibility so make the behavioral standards a personal commitment.

6. PUBLICIZE THE BEHAVIORAL STANDARDS

Every team member should be crystal clear to what behaviors are required of them.

7. DEVELOP A BEHAVIORAL INTERVIEWING GUIDE THAT FOCUSES ON THE BEHAVIORS

When interviewing candidates to decide who to bring on your team, go beyond education, experience, and job knowledge; ask questions concerning behaviors.

8. MAKE THE BEHAVIOR STANDARDS PART OF THE PERFORMANCE REVIEW PROCESS

Evaluate a team member's performance, in part, based on their demonstration of positive behaviors.

9. ENSURE LEADERS CONSISTENTLY MODEL THE BEHAVIORS

What you do is much more important than what you say.

See sample on page 2



Employee Values and Practices

F

Friendliness



- I am warm, welcoming, and easy to work with.
- I regularly express appreciation and give encouragement.
- I am helpful with my expertise and willingly share my knowledge
- I bring a positive, upbeat attitude to my daily work.

A

Adaptability



- I embrace change and am supportive of changes that the organization adopts.
- I see opportunities with every issue and help create solutions.
- I am flexible and adapt to any situation.
- I am creative and find a way to work through challenges.

I

Initiative



- I take pride in my work and seek to perform with excellence.
- I go beyond my normal job responsibilities to help others succeed.
- I take ownership of issues and follow through to resolution.
- I look for and suggest improvements to the work environment.

T

Teamwork



- I respect differences and understand that diversity makes us stronger.
- I celebrate the successes of my co-workers.
- I seek to handle differences constructively.
- I seek input from others to test and improve my ideas.

H

Honesty



- I earn respect through keeping commitments and fulfilling expectations.
- I share credit, admit mistakes and ask for help when needed.
- I am honest in all my interactions and seek to build trust with others.
- I use equipment, supplies and my time in a responsible manner.