

Culture

Is it stated somewhere in your company's literature, say a handbook or value statements, that as employees we demonstrate respect for each other? Yet is it a common practice that meetings don't start on time and it seems acceptable for people to show up late?

Do you have some nagging performance or operational problems that don't seem to go away even though you've committed time and resources to addressing them? If so, you may be attacking the symptoms of the issues but not the source.

Your culture may be the problem.

Too often when there are persistent problems in customer service, meeting deadlines and commitments, producing quality products and services or any other area of the business for that matter there is a problem with your culture. At any time an organization can find they have an espoused culture, what we say we are, and an actual culture, what we really say and do.

This disconnect usually results from some type of change that has been going on either within or outside the organization. New competition, a change in leadership, downsizing are just a few examples that lead to your cultural changing in ways you didn't expect. Fixing it sooner rather than later is critical to any organization's success. If unaddressed, over time it is possible to let the less than productive behaviors, actions and attitudes become a new norm that is much more difficult to remedy.

Culture is real, always present and defines the actual behaviors that take place day-to-day. Understanding culture and how it impacts your organization can make any leader better. At mES we have proven tools and resources to help you create the culture that will make your organization congruent and more functional.