

# Culture in Action: Turning Hidden Staff Dynamics into Strategic Advantage

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# About Me



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# CULTURE

Culture is the ecosystem of behaviors, norms, and trust that drives how an organization functions.

# Culture

Visible Elements



Invisible Elements

# Culture

Meeting structures  
Physical workspace  
Policies & procedures  
Onboarding  
Mission/vision/values  
Language (formal vs informal)



Trust b/w leaders  
Psychological safety  
Power dynamics  
Accountability  
Handling of conflict  
Implicit hierarchy  
Failure tolerance  
Emotional tone  
Unspoken rules

# Culture

Meeting structures  
Physical workspace  
Policies & procedures  
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Mission/vision/values  
Language (formal vs informal)



Think of your  
organization:

- 1 Visible element
- 1 Invisible element

Trust b/w leaders  
Psychological safety  
Power dynamics  
Accountability  
Handling of conflict  
Implicit hierarchy  
Failure tolerance  
Emotional tone  
Unspoken rules

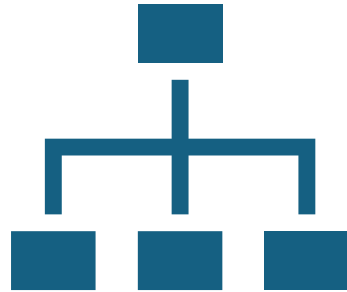
# Culture isn't just abstract

Collaboration

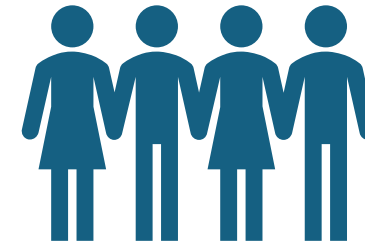
Trust

Decision-  
making

# When Culture Hurts – and Helps

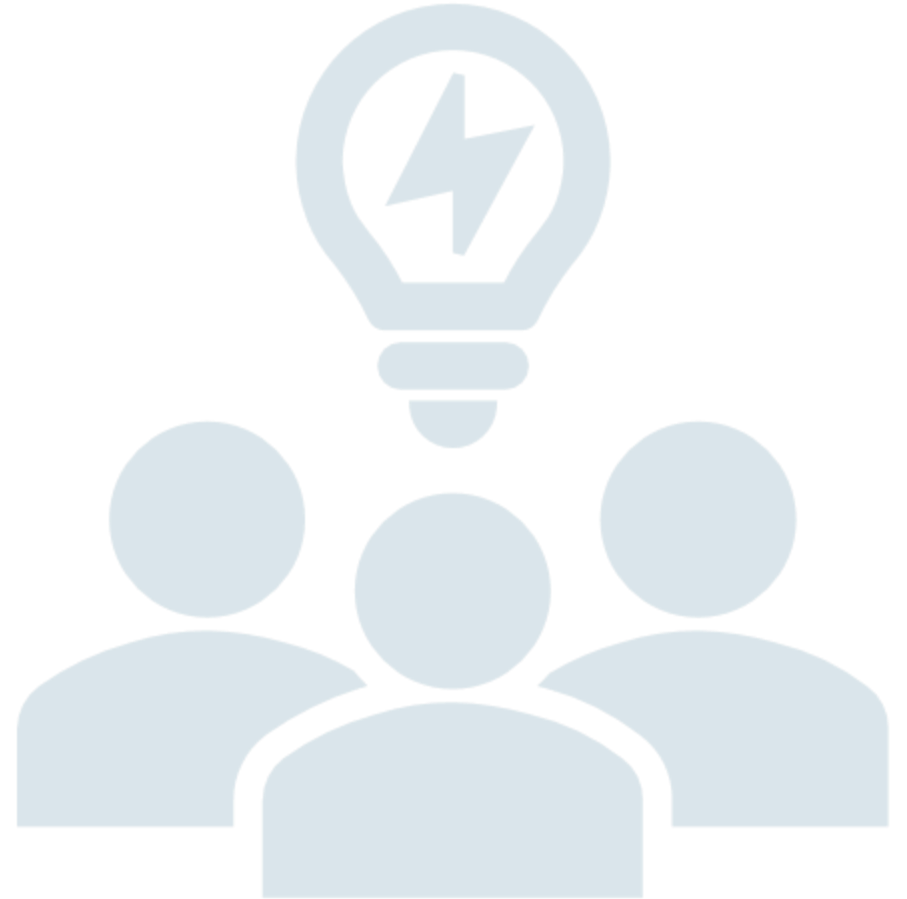


The “Too Nice” Board



Culture Shift in Action

Culture *can* be  
influenced...



# Small Actions, Big Shifts

## Trust Builders

- Follow through
- Admit mistakes
- Recognize contributions

## Clarity

- Define roles
- Align on purpose
- Meeting agreements

## Micro-shifts

- ‘What assumptions are we making?’
- Invite feedback
- Model learning

## Influence From Any Seat

- Encourage open dialogue
- Recognition process
- Model vulnerability

*Activity:*

# Influence from Any Seat

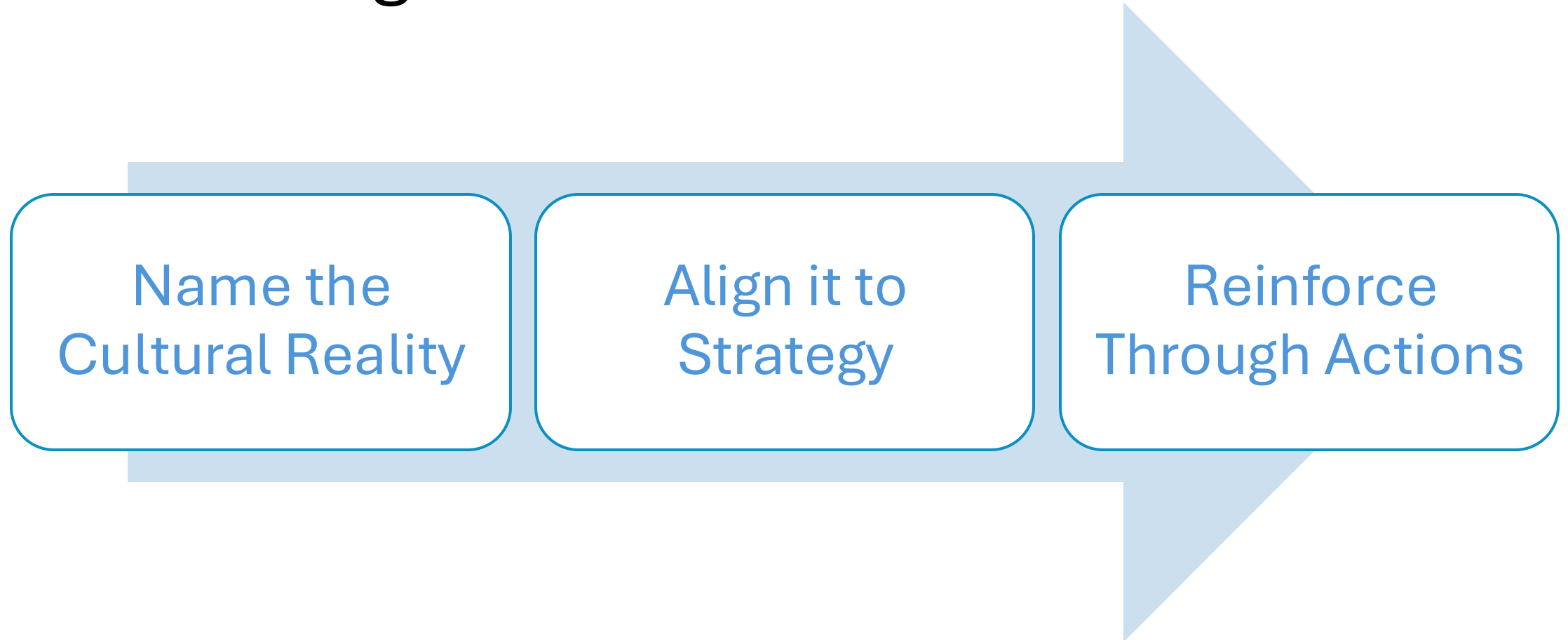


1. Identify one invisible cultural element at your organization.



2. One way you could influence it (even if not the top leader).

# Culture Alignment Framework



# From Insight into Action



1. **Personal shift**: one behavior I'll model starting tomorrow.
2. **Organizational influence**: one step I'll take to align culture with strategy

**Culture and  
leadership continuity  
go together.**



# Thank you!



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