Seeds to Growing a Healthy Culture

Presented by: Bill Nye

Bill Nye Training

www.BillNyeApartmentGuy.com

What is Culture?

3 ways to define Culture

- What you expect.

- What you will or will not tolerate.

- How you treat one another.

Intentional Culture

- Every organization has a culture.

- It is either intentional or unintentional.

- In a healthy culture, the culture shapes the personality. In an unhealthy culture the personality shapes the culture.

- When it is unintentional it becomes the culture of the strongest personality.

- An unintentional culture almost always becomes a culture of fear.

Two Intentional Cultures

1. A culture of control
2. A culture of freedom

Which one is right for your organization?

It depends on the people and the mission.

A culture of Control

- When the mission is a "life" mission-the military, first responders, etc.

- When the people are incapable-due to a lack of training, lack of experience or intentionally hiring people that function in a culture of control.

- The organization depends on a strong list of rules.

- The leader holds the team accountable for following the rules.

A Culture of Control

- The executive team or leadership team makes all operational decisions.

- Don't trick yourself into believing that a culture of control isn't or can't be fun.

- A culture of control is not the same as micromanagement.

- Experience will never be your strength.

A Culture of Freedom

- A culture of freedom requires three things:

1. The right people-they fit your values.

2. Self-discipline: they don't need direct supervision.

3. The right standards- they encourage people to excel on their own.

Discipline

- In every organization one of two things exist at all times: discipline or chaos.

- Where there is discipline there is no chaos.

- Where there is chaos there is no discipline

- These two things never coexist in any organization at the same time.

I DON'T WANT YOU TO THINK LIKE ME. I JUST WANT YOU TO THINK.
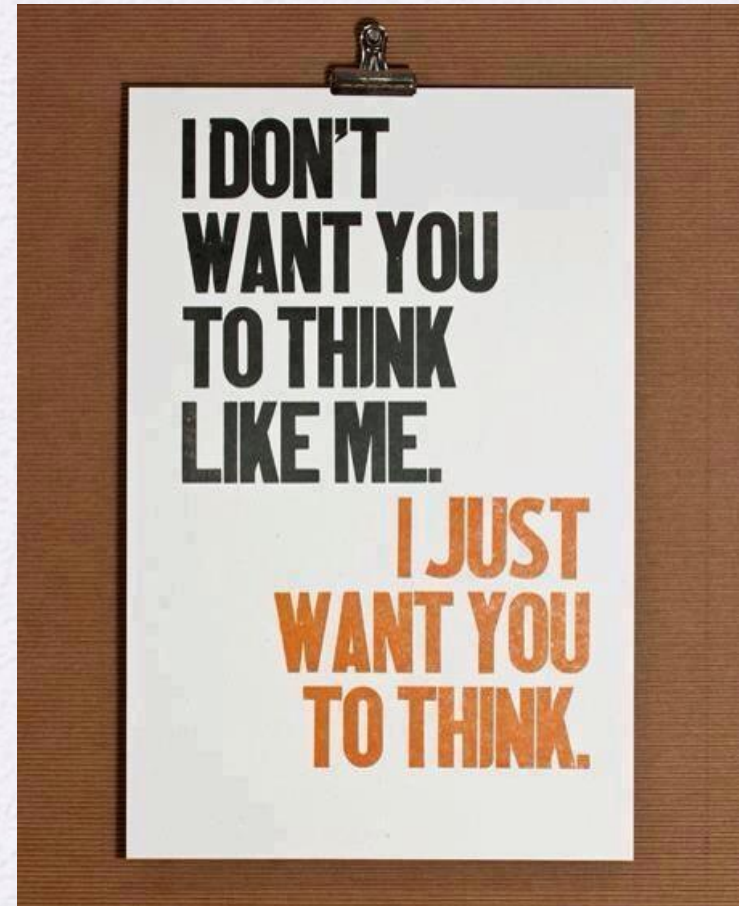
Standards

- Too many rules drive away your best people, too many standards will drive away your worst people.

- Standards create a culture of expectations.

1. Clearly communicate the standards

2. Train to the standards

3. Publically acknowledge anyone that exceeds the standards.

How do you Know?

- What do your customers say about you?

- Are you elevating your impact?

- What kind of people want to work for you?

- Both cultures have turnover. Who are the people leaving your organization?

Thank you Utah!

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