


¿What is organizational culture?

¿How to measure it?
¿How to manage it?
¿What is the difference
between climate and culture?

E-BOOK



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The simplest: “The way we do things around here”.

The definitions that describe elements: symbols, ceremonies, norms, habits, rituals, stories, mind models, environments and shared meanings.

Definitions related to corporate documents: mission, vision and values that guide our employees.

The ones that refer to the hidden, personal and intangible elements: values, beliefs, attitudes, feelings, future expectations, emotional responses, commitment and energy (the iceberg).



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The problem: none of them are a guide to manage culture.

How to manage hidden emotions based on these definitions?

How to turn from mission to missionaries, from a vision to an energized team with daily purposes, from stress to passion?

How to increase wellness and social behaviors?

How to get a successful culture that everyone appreciates and attracts talent?

How to change from a hierarchy based leadership to a team centered leadership in order to empower individual and team responsibilities?

How to increase flexibility, innovation and value contributions?



The answer is understanding engagement



Culture is basically human, is about the way people relate to each other in a work environment. It's not about elements but connection.

The culture molds the way people interact in their environment to generate products and services in order to satisfy different needs and expectations.

When culture is managed from interaction/connection companies can evolve and change.

Basic assumptions:

Climate: Satisfaction  Productivity

Culture: **Interaction/connection**  **Work environment**  Productivity



Climate

- The climate survey measures employee opinions, attitude, engagement, satisfaction, loyalty, training needs, in a specific moment and can be altered by external events (bonus, layoffs) and internal factors (comfort, stress, expectations).
- There is no direct relation between work satisfaction and other factors like agility, result orientation or ability to respond to work challenges,
- Individual perceptions are not visible due to anonymity and group averages..
- Since environment is not observed, actions are usually directed to attitude training.

Culture

- The culture survey understands the relation between organizational practices and employee value contributions.
- Explains the way human capital can be managed in order to increase social, aspirational, work and organization engagement,
- Compares best culture practices implemented in other companies to obtain cogeneration, speed, flexibility and wellness.
- Creating a wellness culture is different from creating a comfort culture.

Work environment

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Culture management starts with key indicators and significant information.

An adequate analysis helps decision making to increase productivity and wellness.

Key indicators

- A Cultural development.** – Cultural practices and consistency
- B Engagement and climate.** – According to age, sex, place, level, etc..
- C Work from home.** – Personnel adaptation.
- D Leadership competencies to improve culture.**



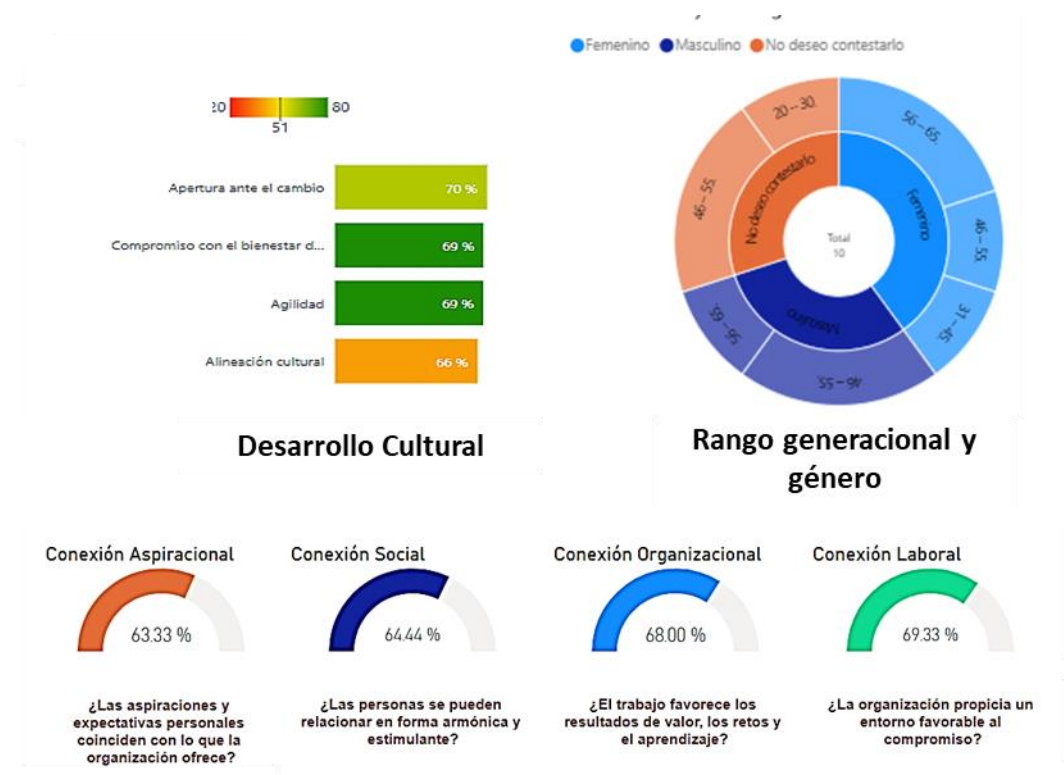
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Culture management starts with key indicators and significant information.

Key indicators

- E Human Resource Maturity Process.** – Evolution and actions required.
- F Talent attraction and commitment.** – Talent and employees occupying key positions.
- G Ethics and diversity.** – Ethical system consistency and value alignment.
- H Wellness indicator.** – Stress and wellness indicators.
- I Employee suggestions to improve day to day experience.**

Information can be provided in a dynamic, intuitive manner in order to analyze data from angles with Microsoft





Our expertise:

- **Culture measurement.**
- **External and internal consultant training.**
- **Best practices implementation.**
- **Human Capital Transformation**



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