

# Culture

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**“Culture – It’s the most important thing for any leader and their business!”**

As leaders, you set the tone in creating and cultivating YOUR culture; however, in many cases YOUR beliefs, behaviors, attitudes, and actions are not the best and YOUR culture suffers along with YOUR positive business results. When YOUR culture suffers, employees and businesses suffer. In this session, everyone will learn how to guard and improve the culture within your area of responsibility by incorporating the following in your personal life.

Culture is more important than \_\_\_\_\_

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Why?

Vision & Strategy is focused on \_\_\_\_\_, \_\_\_\_\_, & \_\_\_\_\_.

Culture is all about \_\_\_\_\_, the most *appreciable* asset in any organization.

Two versions of EGO used today to develop culture:

E \_\_\_\_\_

G \_\_\_\_\_

O \_\_\_\_\_

vs

E \_\_\_\_\_

G \_\_\_\_\_

O \_\_\_\_\_

Speaking of TRUST ...

T \_\_\_\_\_ - expectations (what we say)

R \_\_\_\_\_ - indelible impression

U \_\_\_\_\_ - seek first to understand before understood

S \_\_\_\_\_ - give vs taking

T \_\_\_\_\_ - experience (what we do) (did it mirror the expectations)

Culture is a way of life cultivated by YOU over time through \_\_\_\_\_ things that are \_\_\_\_\_:

I. \_\_\_\_\_

II. \_\_\_\_\_

III. \_\_\_\_\_

How do you value:

<u>Behavior</u> (“say-do’s”)	Authority, what is done, what’s not done, etc.
<u>Symbols</u>	Time, money, offices, titles, status, promotions, etc.
<u>Systems</u>	Results (measurement), reports, remuneration, rewards, budgets, goal setting, and structure, etc.

To create or improve your culture, leaders must be:

T \_\_\_\_\_ & T \_\_\_\_\_

Additionally, leaders must be able to:  
\_\_\_\_\_ & \_\_\_\_\_ the right values!

The benefits of a culture that embraces:

An Abundance of \_\_\_\_\_ (be vulnerable)  
Addresses \_\_\_\_\_ (don’t fear it)  
Always \_\_\_\_\_ (never ambiguous)  
Acts \_\_\_\_\_ (high standards)  
Attends to \_\_\_\_\_ (not status or EGO)

Are:

- I. Your ability to \_\_\_\_\_ and connect should grow in both speed and effectiveness
- II. Your \_\_\_\_\_ and \_\_\_\_\_ to recognize obstacles and obstructions in the face of opportunities should be clearer.
- III. Your ability to \_\_\_\_\_ and \_\_\_\_\_ the detours and distractions of the day should be easier.
- IV. \_\_\_\_\_ perceptions and perspectives will be elevated, enlarged and more encompassing.
- V. Your \_\_\_\_\_, counsel, and command of situations should be better today than a year ago.

- VI. \_\_\_\_\_ issued will be more concise, concerted, and certain (orchestra conductor).
- VII. Reactions and responses to matters are \_\_\_\_\_ because experience has grown to a level of certain expertise:  
 A. Example - Surgeon in the OR cuts a vessel or a Urologist speaking to a patient with a kidney stone the first time
- VIII. You'll become more \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ when it comes to leading people.
- IX. You won't let the \_\_\_\_\_ stuff become *big* stuff.
- X. The value you bring to the organization and your team will \_\_\_\_\_.
- XI. You won't treat everyone equal, or with equality, but instead \_\_\_\_\_.
- XII. The law of unintended consequences will be present but less \_\_\_\_\_.
- XIII. \_\_\_\_\_ will overtake preferences.
- XIV. Truth will be received and respected more than \_\_\_\_\_.
- XV. Perspiration and pursuits will be accompanied by \_\_\_\_\_.
- XVI. \_\_\_\_\_ versus *eloquence* becomes the primary test of a leader.
- XVII. The \_\_\_\_\_ between intentions and judgement will be quickly recognized and addressed.
- XVIII. The weight of a persons \_\_\_\_\_ (their value or lack of value) will be given more credit than how they feel or felt about something.
- XIX. Remember - Truth without love is absent of \_\_\_\_\_ while compassion alone without truth is absent of character.