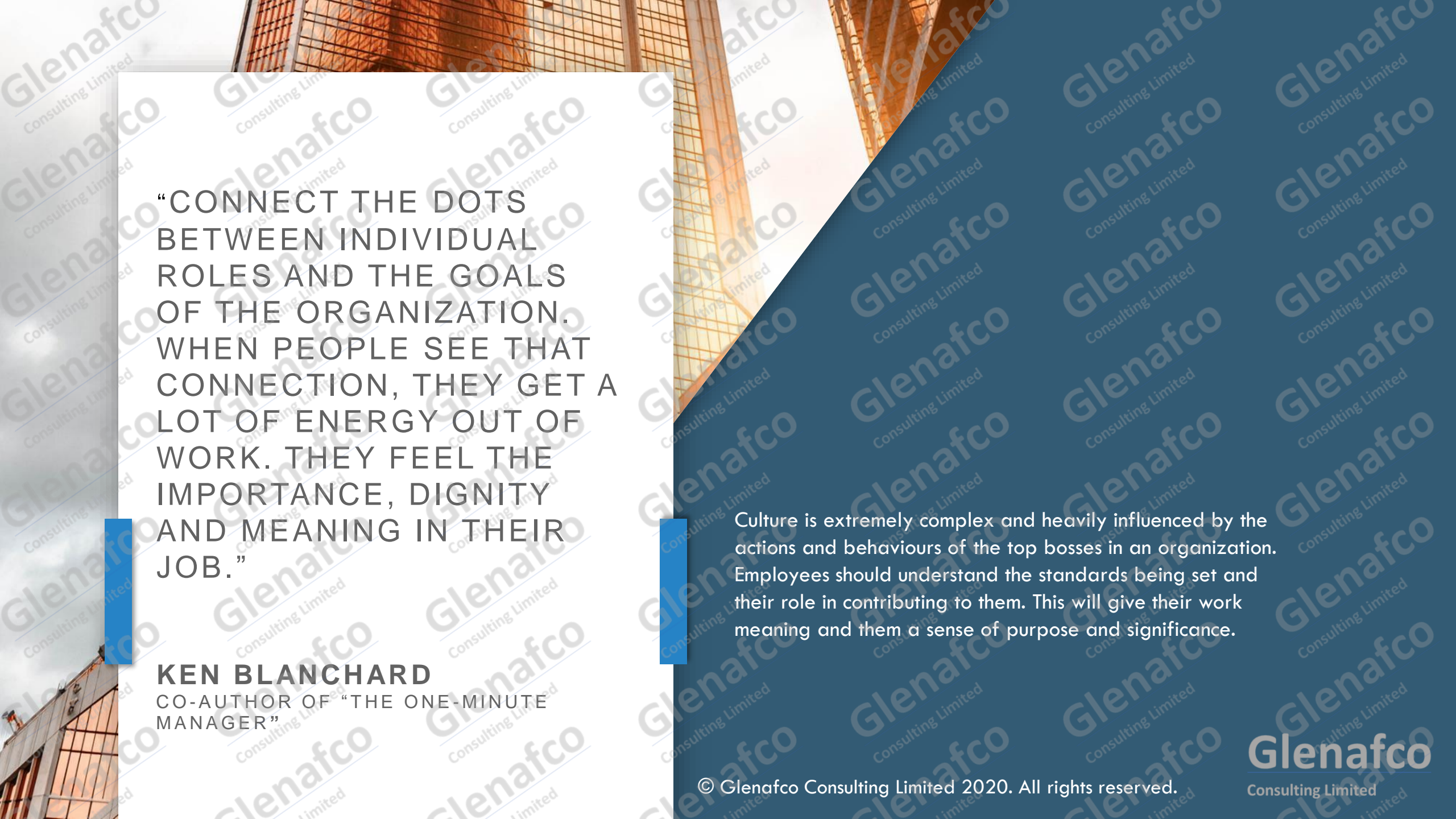


# CULTURE IMPROVEMENT

Our Approach



“CONNECT THE DOTS  
BETWEEN INDIVIDUAL  
ROLES AND THE GOALS  
OF THE ORGANIZATION.  
WHEN PEOPLE SEE THAT  
CONNECTION, THEY GET A  
LOT OF ENERGY OUT OF  
WORK. THEY FEEL THE  
IMPORTANCE, DIGNITY  
AND MEANING IN THEIR  
JOB.”

**KEN BLANCHARD**  
CO-AUTHOR OF “THE ONE-MINUTE  
MANAGER”

Culture is extremely complex and heavily influenced by the actions and behaviours of the top bosses in an organization. Employees should understand the standards being set and their role in contributing to them. This will give their work meaning and them a sense of purpose and significance.



# IMPACTS OF A NEGATIVE OR TOXIC WORK CULTURE

It is too easy to accept and not address culture issues

Bad or no communication

Excessive competitiveness

Poor level of collaboration and teamworking

Limited personal investment in company or mission

No employee loyalty

No discretionary effort

Limited on the job problem solving

Excessive management control



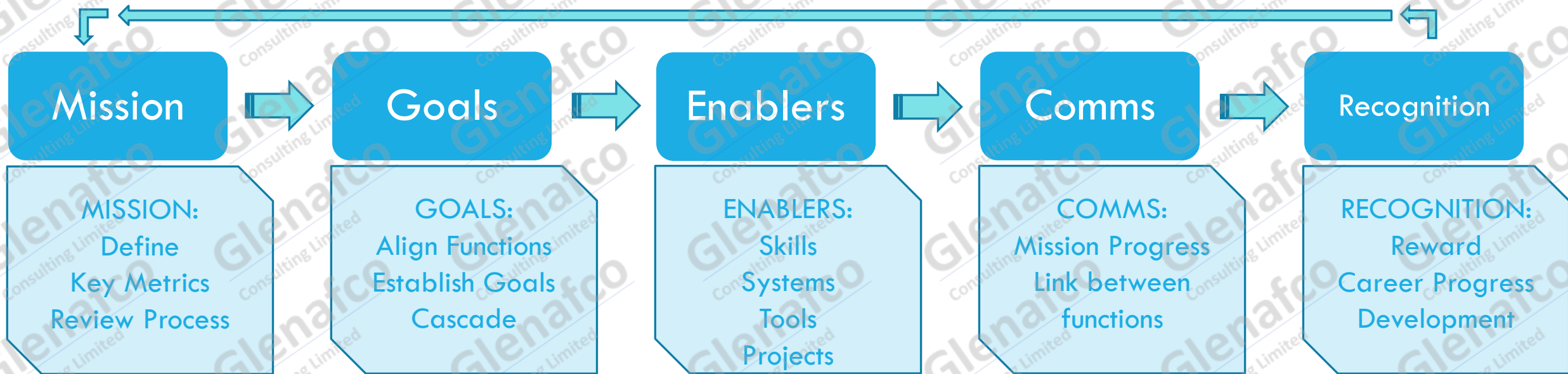
## RELEASE HUMAN CAPITAL POTENTIAL BY CREATING AN ENVIRONMENT FOR SUCCESS

Enabling employees to express themselves (within limits) to benefit the company reduces management oversight and increases individual employee impact dramatically.



# GLENAFCO'S SIMPLE FIVE STEP PROCESS

A sustainable model for you to maintain



Establishing the direction of the organisation, defining metrics to support that and cascading those metrics at increasingly granularity to every role in the company gives everyone's role significance.

# THE VALUE CURVE OF IMPROVEMENTS

## Customer Experience



Whether the customers of the targeted function are internal or external, they will experience a significant improvement in relationship with the function and greater ease of interaction.

## Productivity



By releasing the potential of all employees, the responsibility for identifying and delivering improvements is built-in to every role, resulting in sustained continuous improvement. High morale leads to greater discretionary effort, a more fun work environment and higher staff retention, reduced recruiting costs.

## Accountability



An improvement in culture driven by greater understanding of how everyone contributes to the company mission will yield greater individual accountability for performance and promote helpful business behaviours.

# THANKS FOR YOUR TIME.

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