



Training For Excellence

Building a Strong Office Culture

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Housekeeping

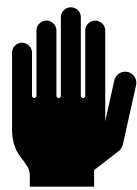


Please note your microphones are muted by default while you are logged in to Teams. Please remain muted during the duration of today's event.



Live Captioning is enabled in Teams.

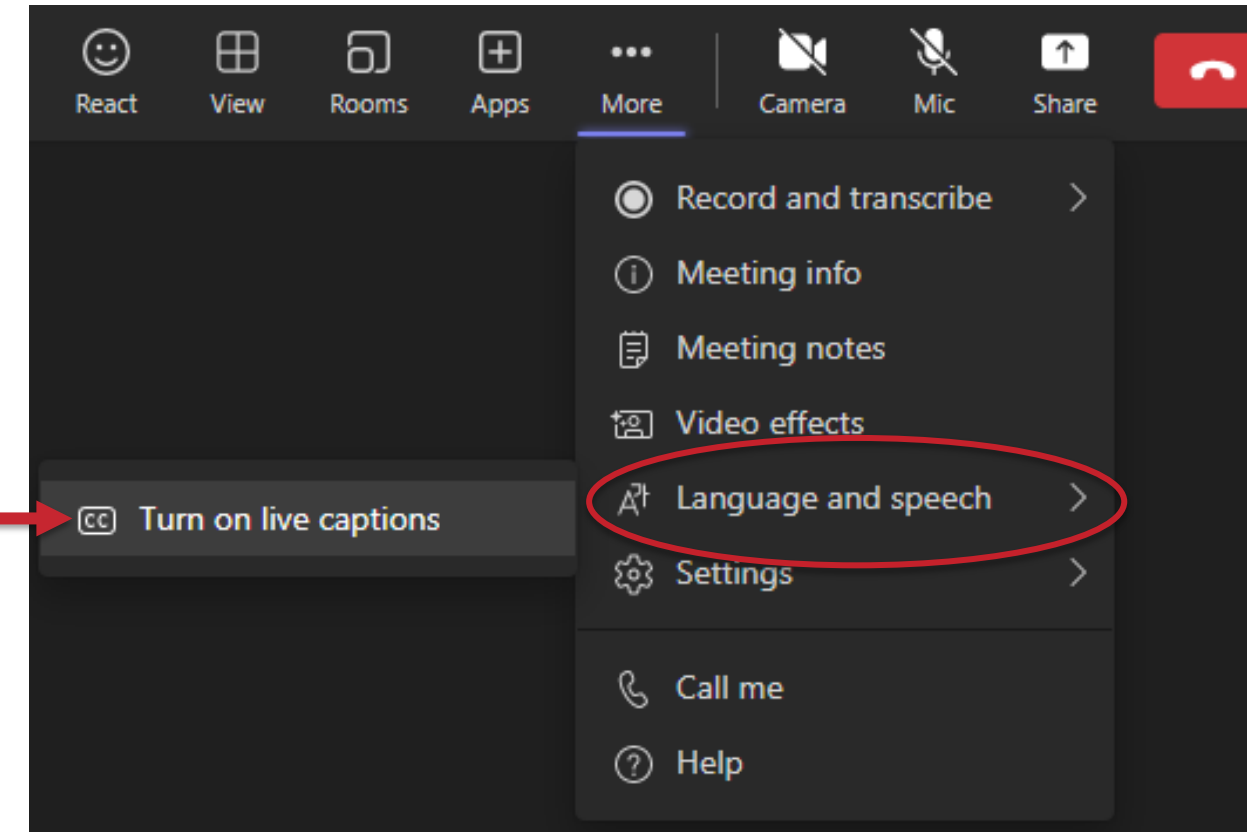
- Locate Language and Speech (Click on More ...)
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Please let us know what you think by using the survey link provided at the end of today's event.





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Objectives

In this workshop, we will explore:

- **What office culture IS**
- **Ten steps to improve office culture**
- **What YOU can do to influence and promote a positive office culture**

The Basics

What is office culture?

- The self-sustaining patterns of behaving, feeling, thinking, and believing that determine how things are done within an organization
- Office culture is not quick to change



The Basics

What is Employee Engagement?

- A measure of how satisfied employees are with their experience within the organization - at a singular moment in time
- Can differ from day to day



Office Culture and Employee Engagement

Office Culture and Employee Engagement Influence Each Other

Culture

The self-sustaining patterns of behaving, feeling, thinking, and believing that determine how things are done within a company

- Descriptive rather than comparative. There is no universal "ideal" culture, and a company's cultural needs depend on its strategy and operating model
- Difficult to change

Certain cultural choices [e.g., to become less consultative] may be necessary but not drive engagement

How people interpret and act on their experience gives a company its distinctive culture

Patterns of behaving, feeling, thinking, and believing influence employee satisfaction and thus engagement

Employee Engagement

A measure of how satisfied employees are with their experience within the company

- Comparative rather than descriptive. There are widely recognized drivers of engagement, and it is possible to assess and compare companies against them
- Transitory and sensitive to short-term external events [such as negative news]

Certain drivers of employee engagement [e.g., compensation, the design of physical work location] are independent of culture

Improving Office Culture – 10 Simple Steps



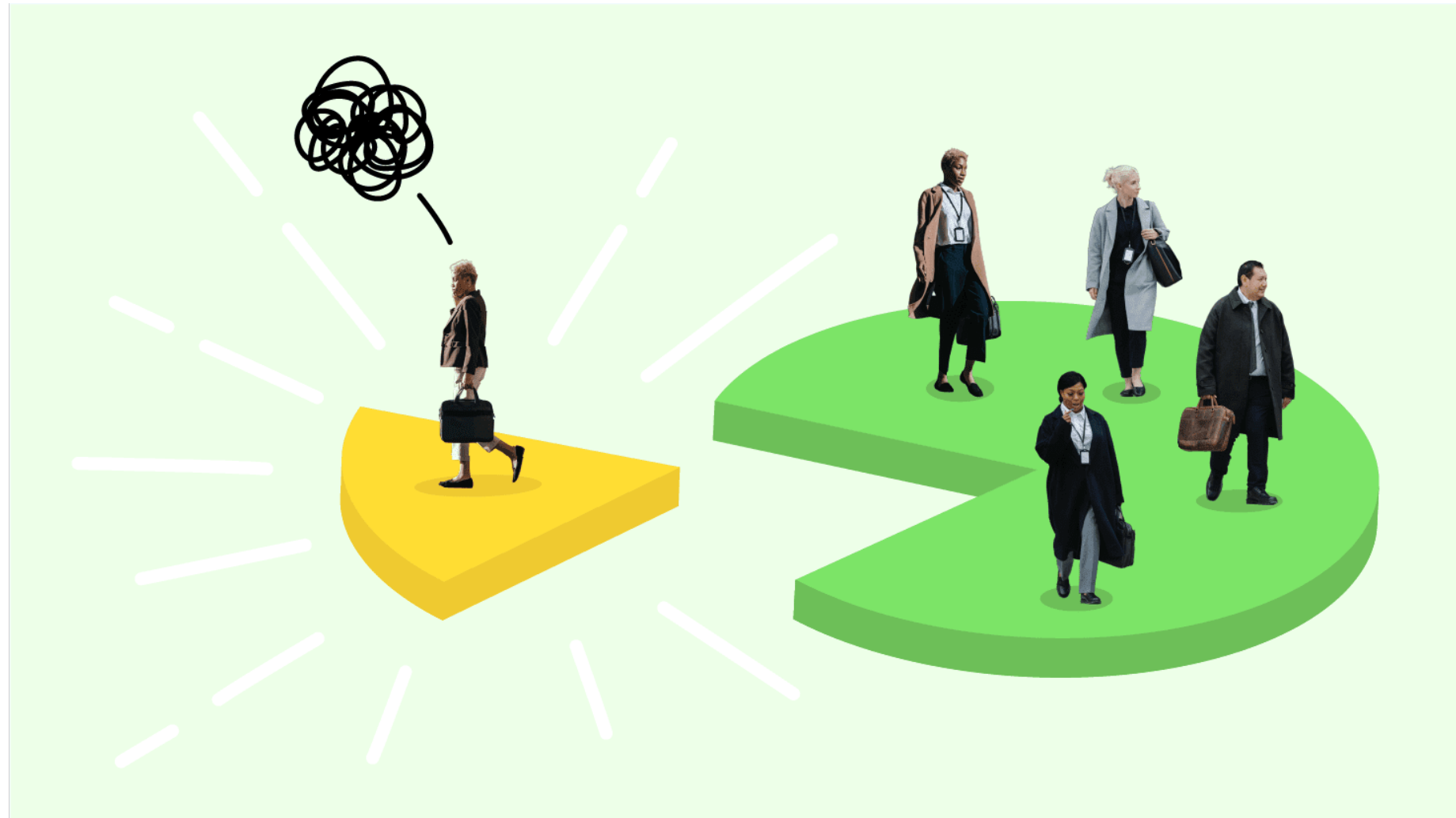
Embrace Transparency

Trust is the foundation of a great organizational culture.

- Default to transparency
- Share successes
- Share challenges



Recognize and Reward



Almost half (46%) of respondents have left a job because they felt unappreciated. Another 65% admitted that they would work harder if they felt like their contributions would be noticed by management.

Recognize and Reward

Benefits of Peer-to-Peer Recognition

Peer to Peer is *the* most effective method of infusing recognition into your culture. Peer-to-peer recognition also dramatically reduces the managerial effort required to ensure everyone is being recognized for their work.



Creates a great culture at the workplace



Develops a sense of collaboration among employees



Helps in the empowerment of employees



Helps in promoting transparency & openness



Changing role of managers & senior leadership

Cultivate Coworker Relationships



Having strong relationships at work drives employee engagement, but it doesn't happen automatically.

Building strong coworker relationships takes time, effort, and sometimes, dedicated team-building activities.

[team-building-activities](#)

Embrace and Inspire Autonomy



No one likes to be micromanaged at work. It's ineffective, inefficient, and does little to inspire trust in your organizational culture.

You hired them, so you should trust your employees to manage their responsibilities effectively!

Practice Flexibility



When possible and practical provide flexibility to staff.

Like yoga, start with a few basics (Childs Pose) before attempting a handstand scorpion pose.

Communicate Purpose and Passion

Over the past 40 years, researchers have confirmed that people have an inherent need and desire for meaningful work—work that they experience as significant and purposeful.

Studies show that when people believe that their work matters, they're four times more likely to be engaged, are more motivated, learn faster, and are more fulfilled.



Promote a Whole Team Atmosphere

Don't think of the employees in other Directorates as simply groups of other people that work for the same organization but as integral members of your team.



Give and Solicit Regular Feedback

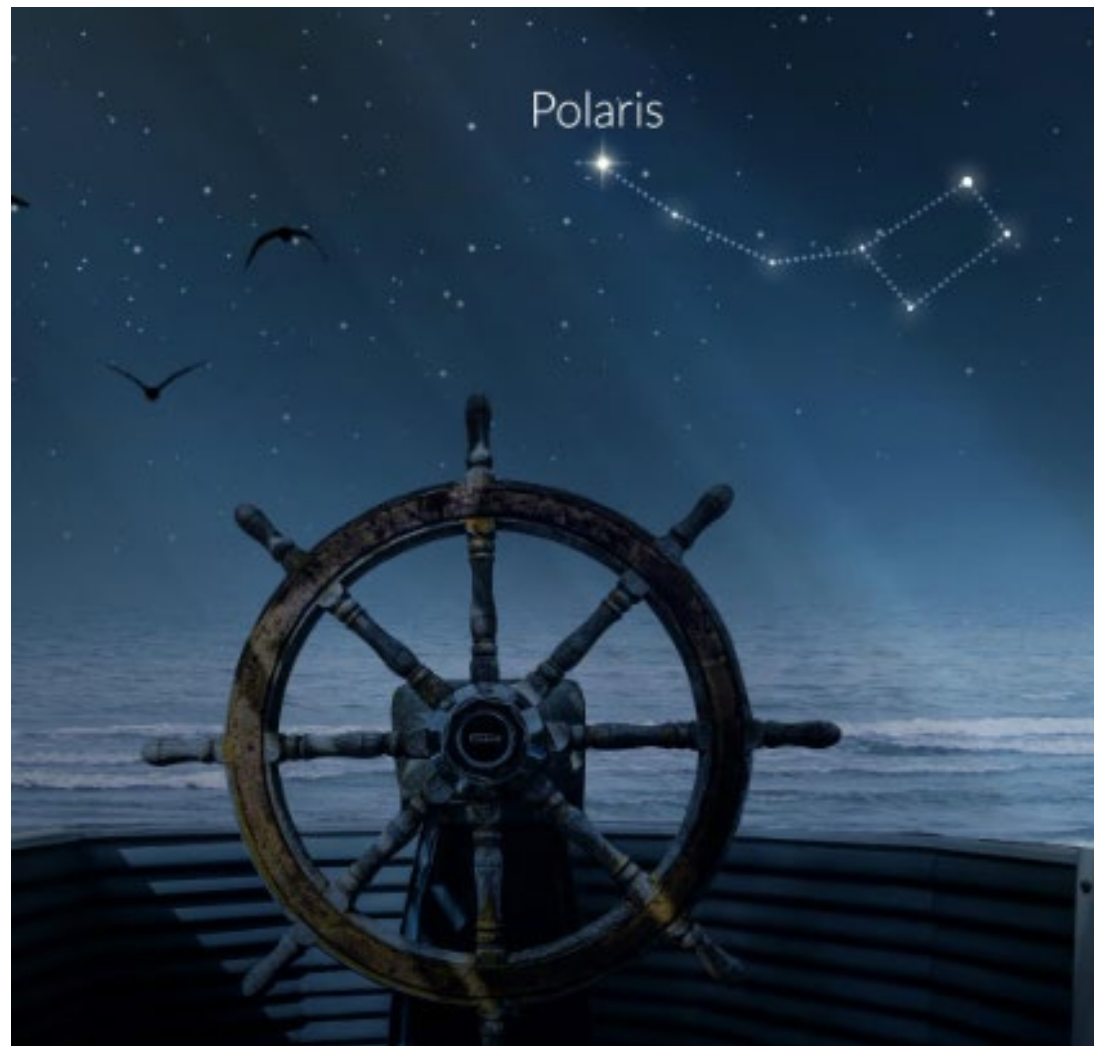
Annual performance reviews are NOT enough.

- Use One on One meetings with a cadence
- Be candid with your feedback whether it's good or constructive



Stay True To Your Core Values

Our Core Values should be our North Star.



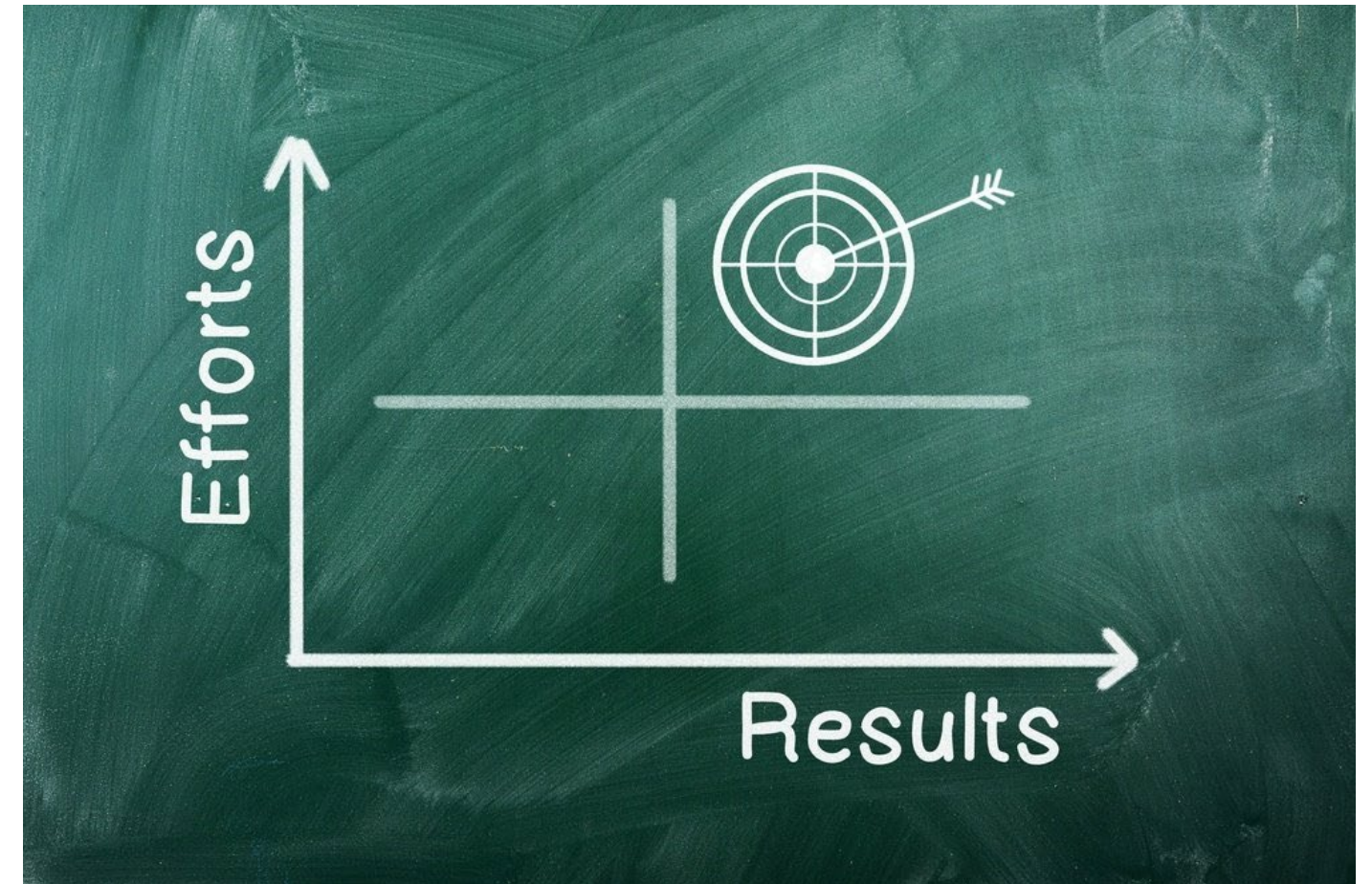
- They are not just bullets on our About Us page.
- They are not a catchphrase that sounds good.

Give Culture Building the Effort it Deserves

Building a culture takes effort.

Changing a culture takes even more.

There is no finish line; it's a continual effort.



So, What Can You Do?



Let's Get Personal

The first and most foundational thing you can do is to get to know your colleagues as people — not just coworkers — and support them.



Celebrate Others

**CELEBRATE THE
SUCCESS OF OTHERS.
HIGH TIDE FLOATS
ALL SHIPS.**

SUSAN ELIZABETH PHILLIPS

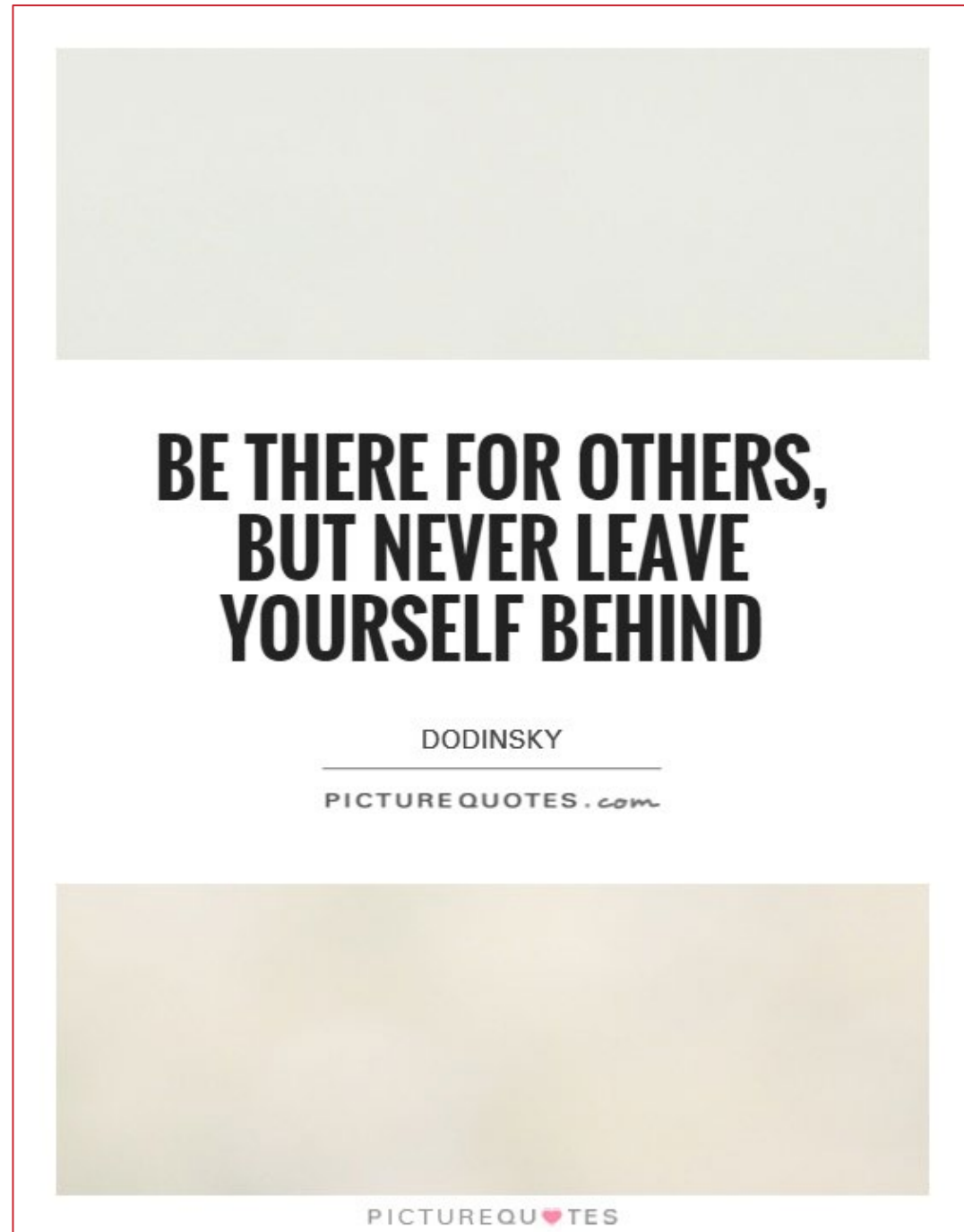
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Whether it's through the VA Gratitude App, a quick email or even a kind word to let someone know you noticed, celebrating each other is something we can ALL do.

There are also several small (but powerful) things you can do to show your colleagues that you perceive and value them as whole people.

Be There for Each Other



We all have to step up for someone else occasionally.

When this happens, we have two choices.

1. We can see ourselves as the victim where we find ourselves saying “Why am I the one who always steps up?” or
2. We rewrite that script, and we GET to be the one to step up and help someone.

Set the Example

Take part in employee resource groups, focus groups, committees, and working groups.

By participating in these efforts, you also help yourself by building your internal network, developing communication skills, demonstrating your willingness to take on more responsibility, and, of course, improving your workplace.

**IF YOU SET A GOOD
EXAMPLE YOU NEED
NOT WORRY ABOUT
SETTING RULES**

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Create Your Own Culture Survey

Culture Survey Questions



Create Your Own Culture Survey

2 Minute Mentoring- Culture



Thoughts to Ponder

What is one thing you learned?

What is one thing that surprised you?

What is one practice you're going to implement?

Who would you recommend attend this workshop?

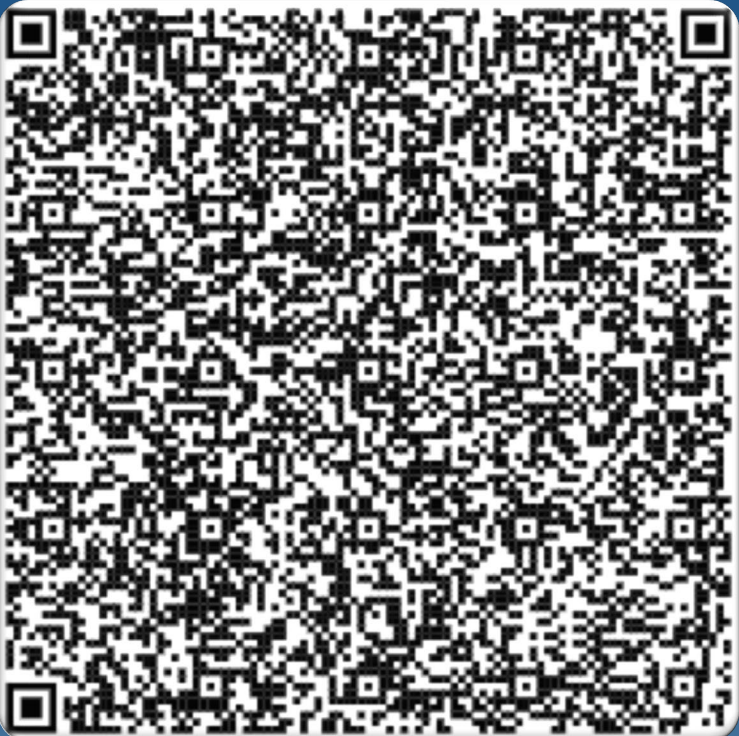


What Questions Do You
Have?



Evaluation

Building a Strong Office Culture



*QR Code will only work with government phones