90-Day Culture & Performance Quick-Start Program

Engage your agency and its members in designing and implementing a customized 90-day blueprint for success with the support of a culture expert. Quantify and connect culture to your top priorities—including innovation and adaptability, quality, employee engagement, diversity and inclusion, safety and reliability, and/or customer experience—to accelerate desired results. The Culture and Performance Quick-Start Program includes clearly defining the outcomes and results targeted for improvement, thoroughly assessing organizational culture and climate to understand how they are helping or hindering progress, and using these learnings to facilitate planning sessions with a leadership and/or change team.

Key Benefits of the Culture Quick-Start Program

Adopt a Proven Language for Culture

Measure critical dimensions of your organization's culture (including values and norms) and climate (perceptions of organizational factors that lead to norms, attitudes and other outcomes).

Ensure Accountability and Confidence

Build ownership across the organization as team members at all levels unite to support the most important and impactful improvement plans.

Facilitate Shared Learning and Results

Adjust plans and strategies, including those for employee involvement, to support shared learning and performance as a team.

Refine and repeat a proven Four-Phase Approach to Performance Improvement

Customize our four-phase approach and enhance the above-mentioned learnings as you refine and expand improvement plans to reach your targeted outcomes/results.

Understand "Why"
Discover and align.

Build a Baseline
Enlist and engage, measure and analyze.

Design Change
Debrief results, build capability, and initiate planning.

Learn & Sustain
Finalize plans, implement, learn and adjust.

What's Included in the Culture Quick-Start Program

Purpose & Vision

A requirement-gathering session is carried out with key leaders to clarify the purpose, the vision for the ideal culture, and the outcomes/results targeted for improvement (innovation, growth, employee experience, etc.)

Education

Top leaders and change agents are briefed on culture and performance connections. Based on the How Culture Works model and, optionally, The Culture Journey Experience, this interactive briefing is focused on the subtle ways that climate shapes culture—many of which are not widely recognized.

Focus Groups & Interviews

Individuals and groups participate in facilitated sessions to capture insights (stories, examples, etc.) about the current cultural norms, underlying beliefs, and their impact on outcomes/performance. The narratives and specific language from this thorough qualitative assessment are combined with quantitative data from the surveys.

Culture & Climate Analytics

A version of the most widely used and thoroughly researched culture survey, customized for government agencies, and a complementary climate survey, are administered to generate reliable feedback for planning for change. Our *Organizational Culture Inventory®* and *Organizational Effectiveness Inventory*™ provide a common language and invaluable data on critical aspects of culture and climate, how they're connected, and how they influence outcomes/results.

Subculture and Climate Analysis

Culture and climate results across levels, departments/groups, ethnic groups, gender, and other strata are generated and compared to understand sub-culture differences, identify and disseminate best practices, and customize improvement plans. The objective is to understand culture gaps and their impact on outcomes within different levels, groups, and units.

Ideal Culture & Organizational Values

Use qualitative and quantitative approaches to identify the ideal culture for the agency in terms of shared values—specifically, the behaviors that members believe would maximize performance. Gaps between shared values (Ideal Culture) and the prevailing behavioral expectations (Current Culture) are analyzed to determine if refinements in norms are needed.

Improvement Planning

The current state and success of strategies/plans to reach the targeted outcomes are captured as a foundation for understanding how culture is helping and hindering progress. Via an inclusive approach, change team(s) analyze and adjust strategies/plans to create a more Constructive culture and improve effectiveness (in terms of the outcomes targeted for improvement).

Roadmap & Engagement

A customized roadmap is developed to ensure clarity regarding improvement plans and to share results throughout the agency. A timeline is developed, including points in time for proving additional feedback and refining improvement plans (to make appropriate adjustments and maintain the focus on learning and results).

Culture Expert Thought Partnership

Consultation and genuine support from a culture expert is provided throughout the entire program. Each expert is a member of Human Synergistics' Global Change Circle™ with extensive experience improving and sustaining performance via culture.

Changing the World—One Organization at a Time®