A TRANSFORMATIVE WORLD

Transforming Culture...
Transforming Results
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Where We Have Been May Inform Where We Are Going...
1999  Gallop Group - The number one reason people leave their employer is their supervisor (Buckingham, Coffman, 1999)

We quit our Supervisors

2007  Towers & Perrin – Senior leadership, reputation, culture of the organization and learning development opportunities.

We quit our Organizations (our leadership)
New World Leadership™

New Energy Organizations
It is what we know already that often prevents us from learning.

Claude Bernard
Working at your tables discuss ... 
What would a *Transformed Culture* 
Look like?

Compared to what our cultures... 
in general, look like today?
The Old Energy Organization

- Heavy environment
- Compliance and Control
  - Rules and procedures used extensively (discipline is common)
  - Inappropriate use of power. Power over people
  - Fear is used along with implied consequences- shame, guilt
  - Perfectionism is prevalent
  - Lack of honesty

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The New Energy Organization

- Diligent focus on a healthy relationships
- Strategic Leadership Development
- Non-traditional topics, vulnerability, trust, honesty, neuroscience, gratitude, compassion, love, courage, understanding
- *Fear is never* used
- Making mistakes is part of the process
- Celebration is strongly encouraged
- *Honesty before Kindness ALWAYS!*
Leadership/ Culture

Leaders play a critical role in living, practicing and sharing the desired culture of an organization.

Clearly defining the culture you desire is a must. Who are we? Values...dictate Behaviours...Behaviours create culture...Culture dictates Performance.
Culture is Dictated by Leadership

If we want our Cultures to Evolve Our Leaders MUST Evolve
Unpacking the Human

In order to understand the process of transforming culture we must understand more about what it is to be human...
The Neuroscience Connection

A very simplified version of how the brain and neurochemistry impact how we feel and our behaviours and actions.
Unpacking the Human
Bi-Directional Highway

Heart-Brain Communication Pathways

Brain
- Cortex
- Sub-Cortical Areas
- Medulla

Heart
- Vagus Nerve (Parasympathetic)
- Sympathetic
- Parasympathetic
- Afferent Pathways

Intrinsic Nervous System
- SA Node
- AV Node
- Chemoreceptor Neurons
- Mechanosensory Neurons

Sympathetic & parasympathetic outputs to muscles throughout the heart.
Epigenetics

- The global studies on epigenetics ....
- Early days
- Will we discover that we directly affect our genes by the thoughts and, more importantly, the emotions created and resulting hormones (chemicals) that flow through our bodies?
- AND...what of the telomeres at the end of DNA
New Information Requires a New Approach
Creating a Culture of Accountability

We must first take a serious interest in what it is to be human

Logical Being (Rational Mind)
Emotional Being (Neurochemistry)
Spiritual Being (Our personal Connection to our innerselves)
Physical Being (Health of our Body)

Understanding basic human behaviour is essential
Tools of the Accountability Model

- Shift the focus from the Managers side of the desk to the Employees side in a safe and trusting way
- Create a Culture where contributors want and DO take full responsibility for outcomes - LEAD PEOPLE TO CHOICE
- Tap into the truth of what it is to be human and uncover where optimal performance resides
- Remove any opportunity for the Victim Mentality to thrive
Accountability Model

Becoming the Observer

- Detachment
- Coaching
- Self-Accountability
- Non-judgement
- Acceptance
- Intention
So How Do We Create this New Culture?

We build context where Responsible SELF-Leadership can emerge and thrive.

It begins with each individual leader. They create the context. Personal Growth and Evolution is at the Heart of Corporate Culture Transformation; grounded in Values and articulated Behaviours.
Corporate Clarity Around Culture

- Be clear about what you value and how it is demonstrated at work
- Make it simple and sustainable
- Use the forest analogy and know it takes time, tenacity and commitment- Courage matters. The path less traveled.

*Intention* is nothing without *attention*

- Building daily and weekly practices for corporation and for leaders
- Leadership programs that are personal and messy
Intention Energizes: Attention Transforms

The future of Corporate Performance will be based on the recognition of what it is to be human, founded in solid science and focus on how to utilize all of the gifts we possess.
Thank You So Much

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