

CREATING A TOP 20 CULTURE

Our Current Work Culture

1. What exists in our current culture that empowers our potential to explode?
2. What exists in our current culture that limits our potential from exploding?

Job #1: Help Others Succeed

How could I help others succeed in ways that I am not currently doing?

Communicate 'You Matter'

How do I specifically communicate "You matter"?

How do I communicate "You don't matter"?

Honor the Absent

Honor the Absent: Speak well of those who are not present.

Dishonor the Absent: Speak negatively of those who are not present.

1. Thin Ice!
2. Problem Naming or Problem Solving:
3. Keeping My Lake Clean:
 - A. How do I communicate with a 'Dump Here' sign?
 - B. How do I or could I communicate 'No Dumping Here'?
4. Name is Sacred
5. Practice the 2-out-of-3 Rule:
 - Say someone's name.
 - Say something negative.
 - Say it to someone else.

See the Problem, Own the Problem

Assessing Our Culture:

- 8-10 Significantly present in our culture
- 6-7 Often present in our culture
- 4-5 Seldom present in our culture
- 1-3 Significantly absent in our culture

_____ Job #1: Help Others Succeed

_____ Communicate 'You Matter'

_____ Honor the Absent

_____ See the Problem, Own the Problem

_____ Total

Kaizen: Continual Improvement

Continue: What is currently in our culture that we want to keep in our culture?

Start: What is not currently in our culture that we want to start doing?

Stop: What is currently in our culture that we want to stop?