



Leadership, Culture and Change

CEFPI 2014 Annual Conference – Portland, OR

Defining Culture

Culture refers to the cumulative deposit of knowledge, experience, beliefs, values, attitudes, meanings, hierarchies, religion, notions of time, roles, spatial relations, concepts of the universe, and material objects and possessions acquired by a group of people in the course of generations through individual and group striving.



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"Culture is the intersection of people and life itself. It's how we deal with LIFE, LOVE, DEATH, BIRTH, DISAPPOINTMENT...all of that is expressed in culture."

Wendell Pierce

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"Culture is the **PROCESS** by which a person becomes all that they were created capable of being."

Rolland Joffe

"A nation's culture resides in the *HEARTS* and in the *SOULS* of its *PEOPLE*."

Mahatma Gandhi

Survey Says...



How is Culture Communicated and Reinforced?











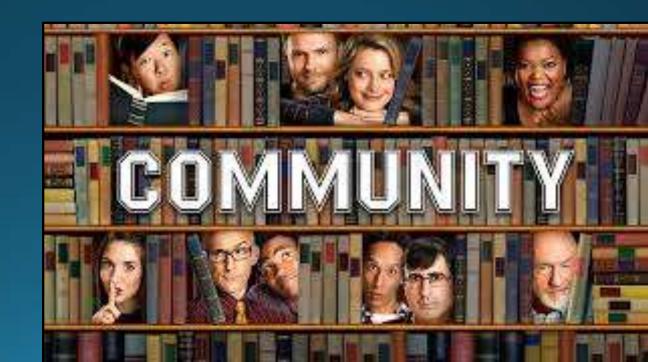
"Once a leadership team has established behavioral cohesion and created clarity around the answers to those questions, it must then communicate those answers to employees clearly, repeatedly, enthusiastically, and repeatedly. When it comes to reinforcing clarity, there is no such thing as too much communication."

-Patrick Lencioni



How Does Culture

Impact the



Hayley's story

The Stages of Systematic Change

- Maintenance of Old System
- Awareness
- Exploration
- Transition
- Emergence of New Structure
- Predominance of New Structure



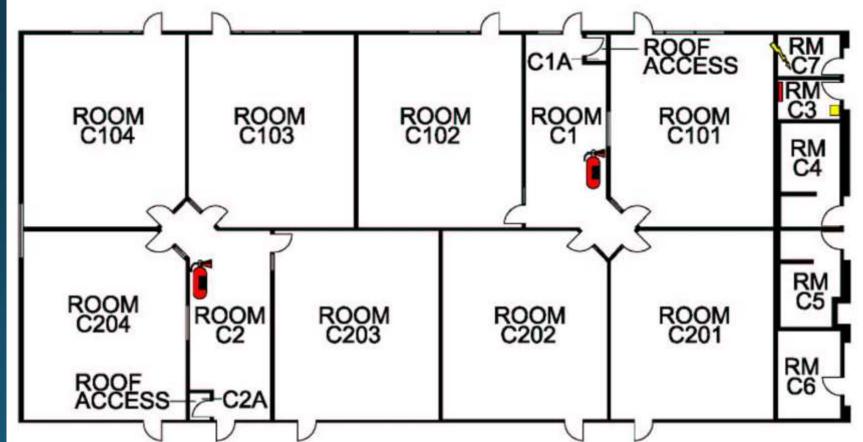
Established Culture

How Would You Initiate Change

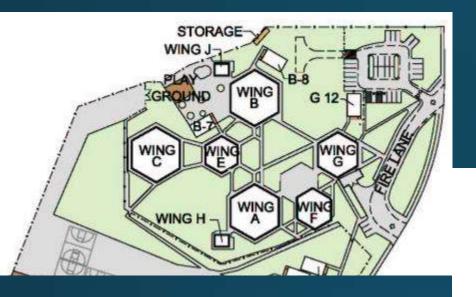
Brand New Culture

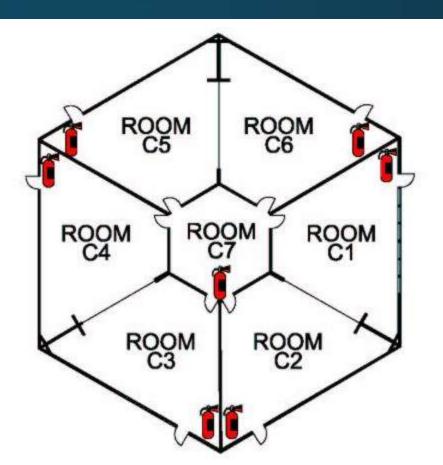


New Culture



Established Culture





"The secret of change is to focus all of your energy, not on fighting the old, but on building the NEW."



-Socrates















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 "Our culture has accepted two huge lies. The first is that if you disagree with someone's lifestyle, you must fear or hate them. The second is that to love someone means you agree with everything they believe or do. Both are nonsense. You don't have to compromise convictions to be compassionate." -Phil Robertson

Implementing A Successful Community Culture

Results

Accountability

Commitment

Confront Conflict

Trust