

**Positively Influencing Culture
in our Healthcare
Organizations**

2022 ACHCA Convocation & Expo: Expect Big Things in the Big Easy
New Orleans, Louisiana
Tuesday, March 22, 2022, 10:30 am – 12:00 pm

Presented by: Andrea Kirksey, Partner & Executive Director, Stotler Hayes
Group, LLC
Certified Dare to Lead Facilitator, BBEARG

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ANDREA KIRKSEY

Andrea joined Stotler Hayes Group in 2015 as the Executive Director and General Counsel.

Andrea is admitted to practice law in Arizona, an active member of the Arizona State Bar and the Association of Legal Administrators (ALA).

For the most recent ten years, Andrea has studied and trained in the areas of leadership, organizational development, strategy, culture, and values. In 2019, Andrea became a Certified Dare to Lead™ Facilitator with the Brené Brown Education and Research Group.

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What is Organizational Culture?

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Why is Culture so Important?

Culture is a key advantage when it comes to attracting talent and outperforming your competition.

77% of workers consider a company's culture before applying.

Almost 50% of employees would leave their current job for a lower-paying opportunity at an organization with a better culture.

Almost 65% of employees stay in their current jobs because of good company culture.

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Values Exercise

List of VALUES

Accountability	Adaptability	Advocacy	Altruism	Authenticity	Balanced	Beauty	Being the best	Belonging	Career	Caring	Collaboration	Commitment	Community	Compassion	Competence	Confidence	Connection	Contentment	Contribution	Cooperation	Courage	Creativity	Curiousity	Dignity																																
Environment	Efficiency	Equality	Ethics	Excellence	Fairness	Faith	Family	Financial stability	Forgiveness	Freedom	Friendship	Fun	Future generations	Generosity	Giving back	Grace	Gratitude	Growth	Harmony	Health	Home	Honesty	Hope	Humility	Humor	Inclusion	Independence	Initiative	Integrity																											
Intuition	Job security	Joy	Justice	Kindness	Knowledge	Leadership	Learning	Legacy	Leisure	Love	Loyalty	Making a difference	Nature	Optimism	Order	Parenting	Patience	Patriotism	Peace	Perseverance	Personal fulfillment	Power	Pride	Recognition	Reliability	Respect	Responsibility	Risk-taking	Safety	Security	Self-discipline	Self-expression	Self-respect	Serenity	Service	Simplicity	Spirituality	Sportmanship	Stewardship	Success	Teamwork	Truth	Time	Tradition	Travel	Trust	Truth	Understanding	Uniqueness	Upliftment	Vision	Vulnerability	Wealth	Well-being	Wholeness/inclusion	Wisdom

Write your name: _____

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Living Into Our Values

Values Clarification

Identify your two values-the beliefs that are most important to you, that help you find your way in the dark, that fill you with a feeling of purpose.

When selecting your values, ask yourself the following questions:

- Does this define me?
- Is this who I am at my best?
- Is this a filter that I use to make hard decisions?

Value 1: _____ **Value 2:** _____

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Taking Values from BS to Behavior

Answer the following questions to dig into your values:

Value 1: _____ **Value 2:** _____

1. What are one or two behaviors that support your value?

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2. What are one or two slippery behaviors that are outside your value?

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3. What's an example of a time when you were fully living this value?

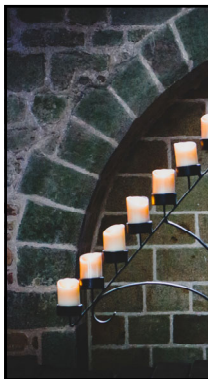
3. What's an example of a time when you were fully living this value?

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The Makeup of a Great Organizational Culture

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Alignment

When the company's objectives and its employees' motivations are all moving and pointing in the same direction.


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Appreciation

A culture of appreciation is one in which all team members frequently provide recognition and thanks for the contributions of others.

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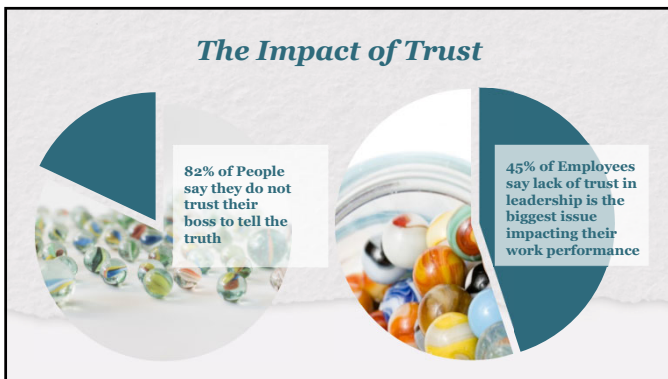


Trust

A culture of trust is vital to an organization's success. Team members need to be able to express themselves and rely on each other.

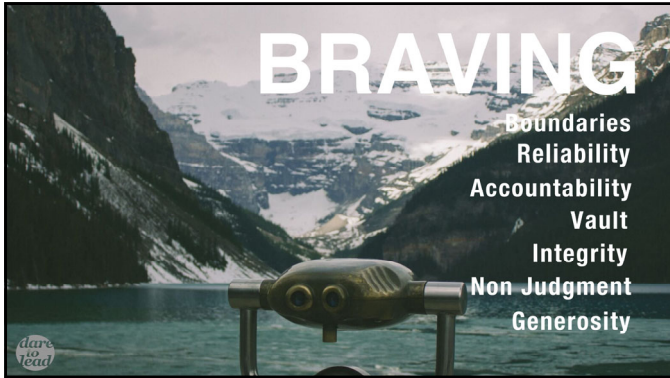
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The Impact of Trust

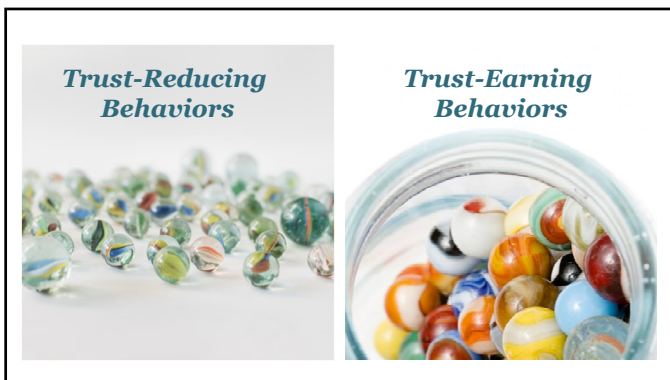


Statistic
82% of People say they do not trust their boss to tell the truth
45% of Employees say lack of trust in leadership is the biggest issue impacting their work performance

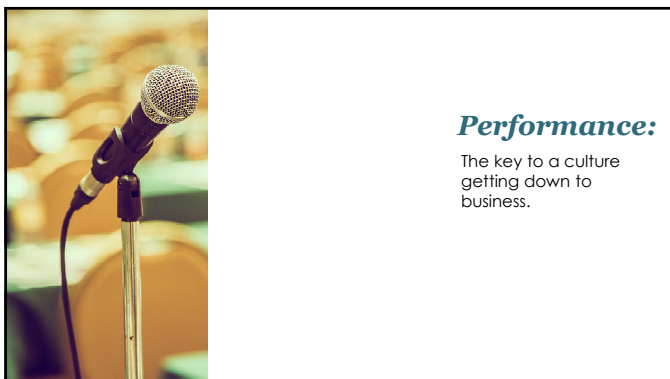
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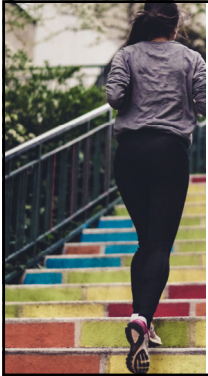
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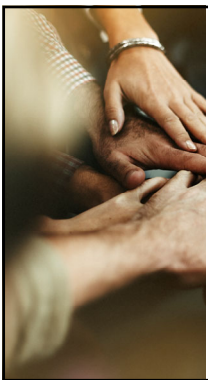
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Resilience:

A key quality in highly dynamic environments where change is continuous.

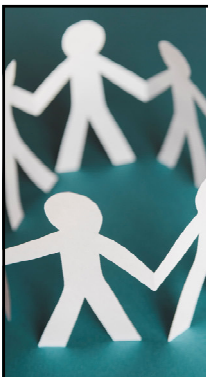
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Teamwork

Brings collaboration, communication, and respect together among team members.

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Integrity


All teams rely on each other to make decisions, interpret results, and form partnerships.

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Innovation
The trait that leads organizations to a place of getting the most out of available technologies, resources, and markets.

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Psychological Safety
Provides the support employees need to take risks and provide honest feedback.

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Table Exercise

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***You
have analyzed
your
Organizational
Culture.***

Now What?


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***A Roadmap for
Positively Impacting
Culture***

- Excel in Recognition
- The Voice of the People
- Empower Your Culture Advocates
- Living Your Values
- Elevate Connectedness
- Always be Learning
- Culture in the Forefront
- Personalize the Employee Experience

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***Excel in
Recognition***

Be the cultural trend setters for the entire company.

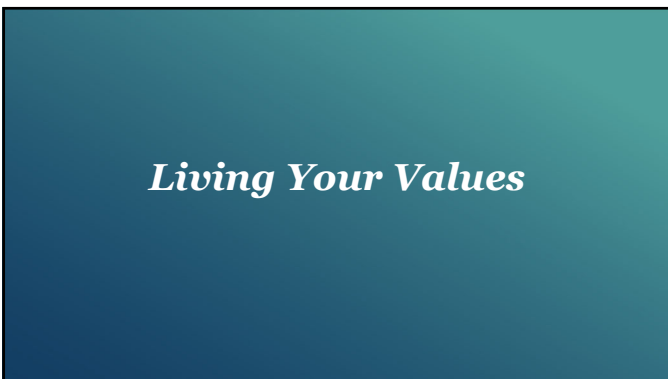
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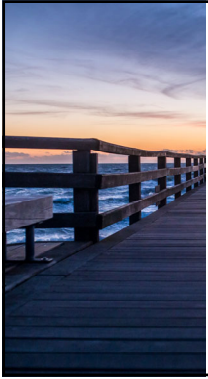
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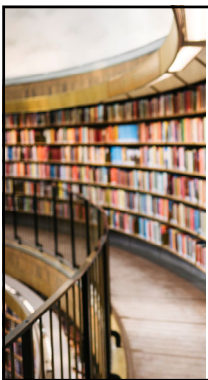


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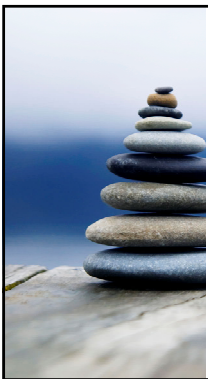
*Elevate
Connectedness*

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*Always Be
Learning*

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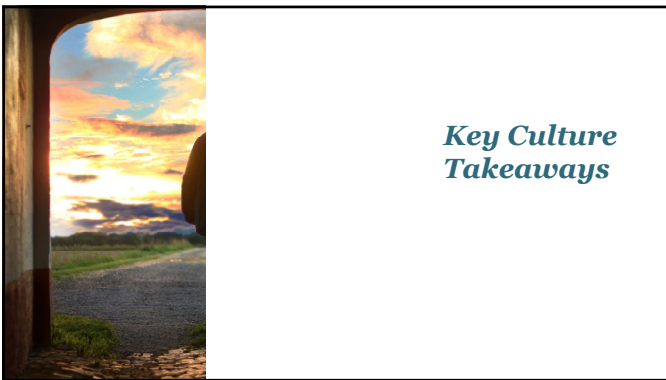


*Culture in the
Forefront*

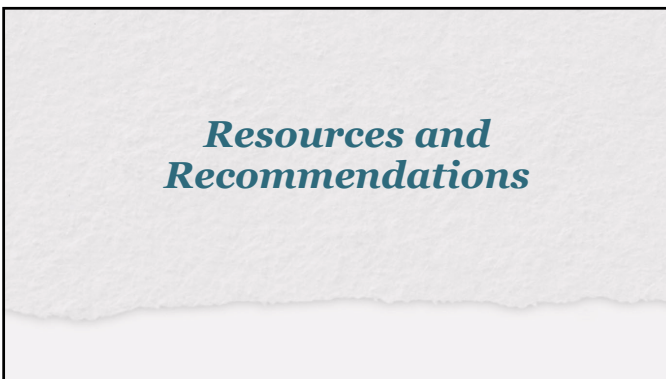
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HBR Articles and Videos:

- *We Need Time to Rehabilitate from the Trauma of the Pandemic* by David Rock 2/7/22
- *Company Culture is Everyone's Responsibility* by Denise Lee Yohn 2/8/21
- *Build a Culture that Aligns with People's Values* by Natalie Baumgartner 4/8/2
- *The Ripple Effect of a Great Work Culture* with René Carayol 1/10/19. <https://hbr.org/video/2226822296001/the-ripple-effect-of-a-great-work-culture>

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Thank You!

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