

7 STRATEGIES OF A *Highly Effective* Culture™

Presented by

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Hardwire and Sustain a Workplace that Inspires Extraordinary Loyalty

Culture of Choice Imperatives

I. CLARITY

1. Strategic Plan
2. Mission, Vision & Values
3. Job Descriptions
4. Communications Protocol
5. Products & Services Showcase

II. CODE

6. Hiring & Selection Process
7. Orientation & Onboarding Process
8. Standards for Professionalism
9. Employee Handbook
10. Diversity, Equity & Inclusion Statement

III. CREATIVITY

11. Problem Solving Protocol or Methodology
12. Process Improvement & Innovative Teams
13. Employee Engagement Survey Process
14. Customer Experience Feedback Process
15. Job Shadowing & Cross Training

IV. CONSISTENCY

16. Policies & Procedures
17. Service Scripting
18. HR Audit
19. Regulatory Compliance
20. Accountability & Feedback Protocol

V. COACHING

21. Mentorship Program
22. Talent Development
23. Performance Management System
24. Progressive Discipline Process
25. Succession Planning

VI. CONFLICT

26. Interpersonal Relations
27. Team Building
28. Productive Resolution
29. Managing Change
30. Time & Stress Management

VII. CELEBRATION

31. Service & Retention Awards
32. Recognition Programs
33. All-Employee Activities
34. Compensation Reviews
35. Performance Incentive & Bonus Pay



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Culture Index Survey™

| INDEX | STANDARD QUESTIONS | SCALE 1- never 2-sometimes 3-usually 4-always |
|--------------------|--|--|
| Clarity | 1. I have a clear understanding of the purpose of my job, department, and the company. | 1 2 3 4 |
| Code | 2. I feel valued, trusted and respected as an employee. | 1 2 3 4 |
| Creativity | 3. I am encouraged to be creative to solve problems and implement new ideas. | 1 2 3 4 |
| Consistency | 4. I feel people, policies, and procedures are consistently being managed throughout the company. | 1 2 3 4 |
| Coaching | 5. I am given appropriate education, tools, recognition, and redirection to do my best and grow in my job. | 1 2 3 4 |
| Conflict | 6. I trust any conflict will be managed in a timely, constructive, and productive manner. | 1 2 3 4 |
| Celebration | 7. I think we spend enough time and money celebrating individual, team and company success. | 1 2 3 4 |
| | 3 CUSTOM QUESTIONS (OPTIONAL) <i>(See sample questions for more ideas)</i> | |
| | 8. | 1 2 3 4 |
| | 9. | 1 2 3 4 |
| | 10. | 1 2 3 4 |

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SAMPLE CUSTOM QUESTIONS (Pick 3 or write your own)**COVID - RELATED**

- I think employees should have the option to work from home.
- I feel employees should be required to get vaccinated before coming in to work.
- I am confident my company's leaders will make the best decisions to manage out of this pandemic.
- I am satisfied with my level of stress, health, and well-being.
- Do you plan to receive the COVID-19 vaccine once it becomes available to you?
- Would a monetary incentive offered by [Company name] change your mind?
- Would another type of incentive offered by [Company name], such as paid time off, change your mind?
- Do you have a medical reason for not receiving the COVID-19 vaccine?
- Do you have a religious objection to receiving the COVID-19 vaccine?
- Would you find it helpful if [Company name] provided employees with resources on the COVID-19 vaccine such as educational information, state/county vaccination schedules and estimated timeframes for vaccination eligibility?

COMPANY - RELATED

- I feel everyone is treated and paid fairly.
- I think our new employee orientation and onboarding is effective.
- I believe our benefit package is good.
- I think about quitting my job.
- I am given adequate training and tools to do my job.
- I can trust my company to follow through on commitments.
- Overall, communications are effective within the organization.
- I feel that I am on track for achieving my career goals by continuing to work for this company.
- I believe that the various teams and departments work well together for our customers.
- I work in an environment that embraces change and equal opportunity.
- Quality standards are more important than productivity.
- I feel comfortable approaching my supervisor for help addressing an issue.
- My supervisor gives me both positive and negative feedback when needed.
- I can trust my supervisor to follow through on commitments.
- My Department does a good job of communicating changes or decisions that affect employees.



