



WORKDOVE

Culture Matters Series:

Responding Well to External Interruption

Who Am I?



Lauren McGhee
WorkDove Coach

Former speaker, co-author, and Gallup-certified CliftonStrengths Coach, Lauren leans on years of coaching and consulting experience to provide performance management thought leadership and webinars for WorkDove.

Quick Recap

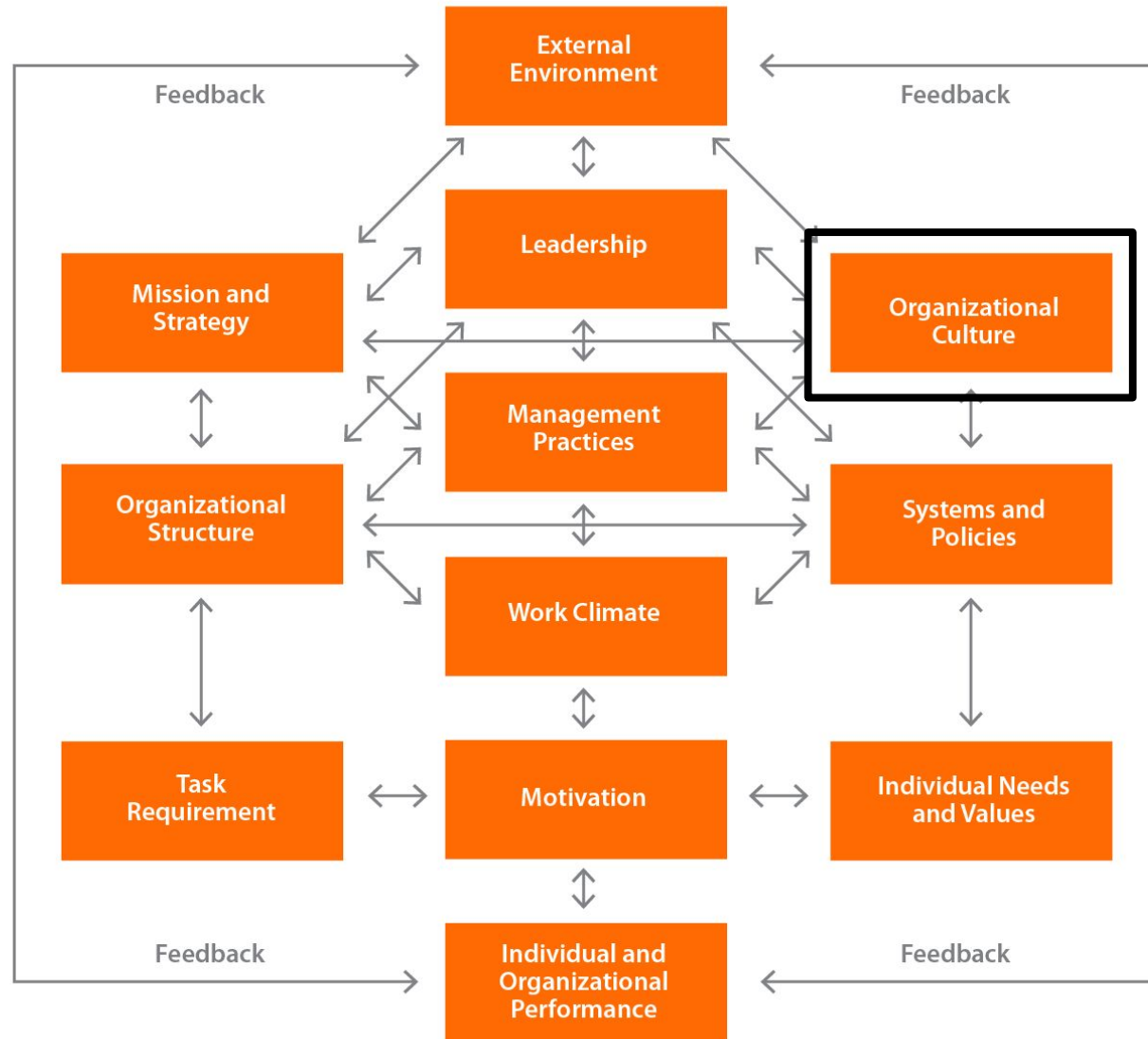
Intentional



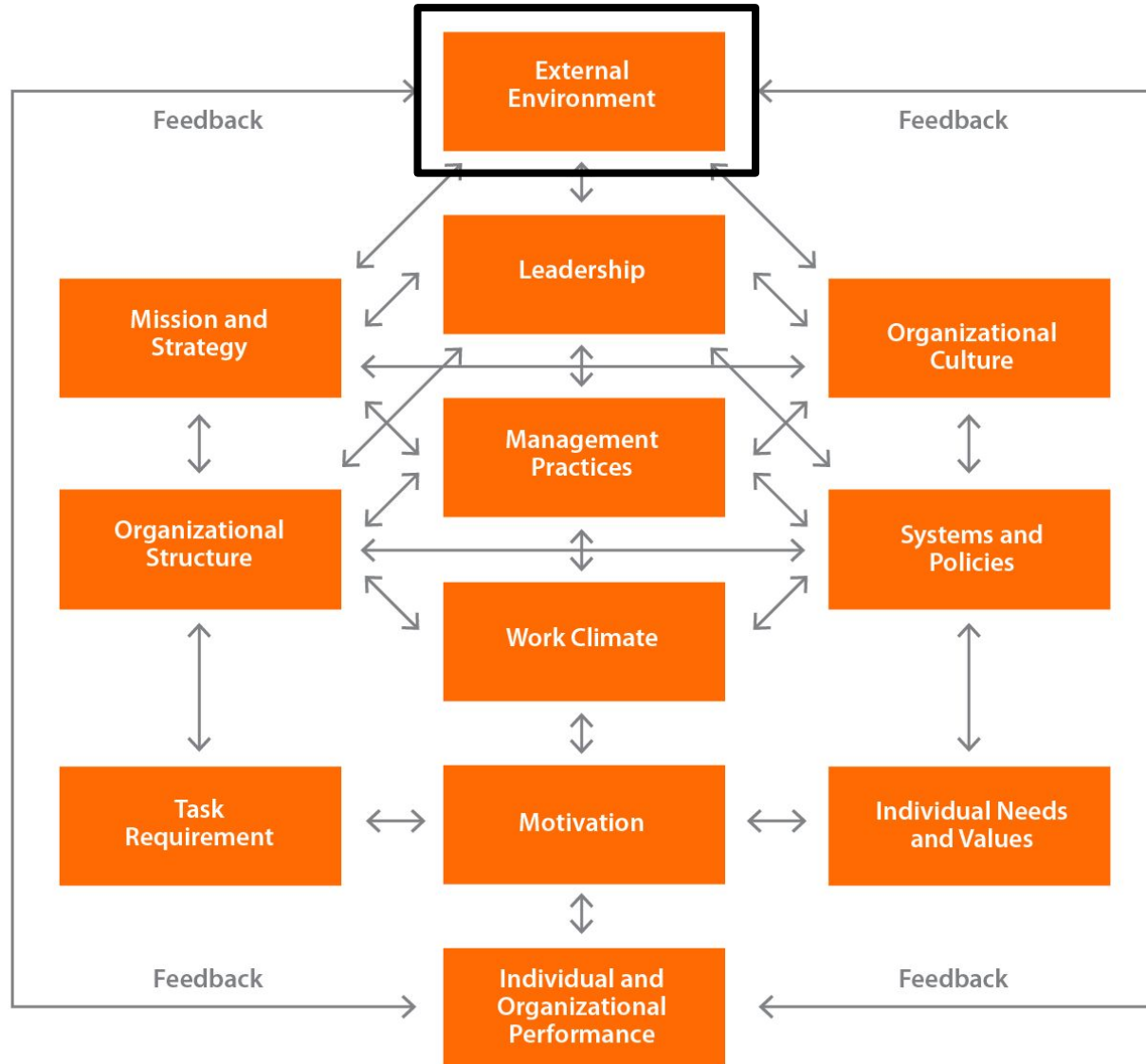
Unintentional

Organizational Culture

Burke Litwin Model



Burke Litwin Model



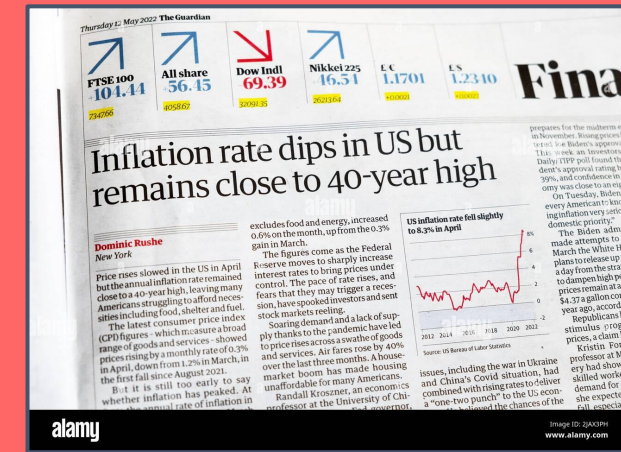
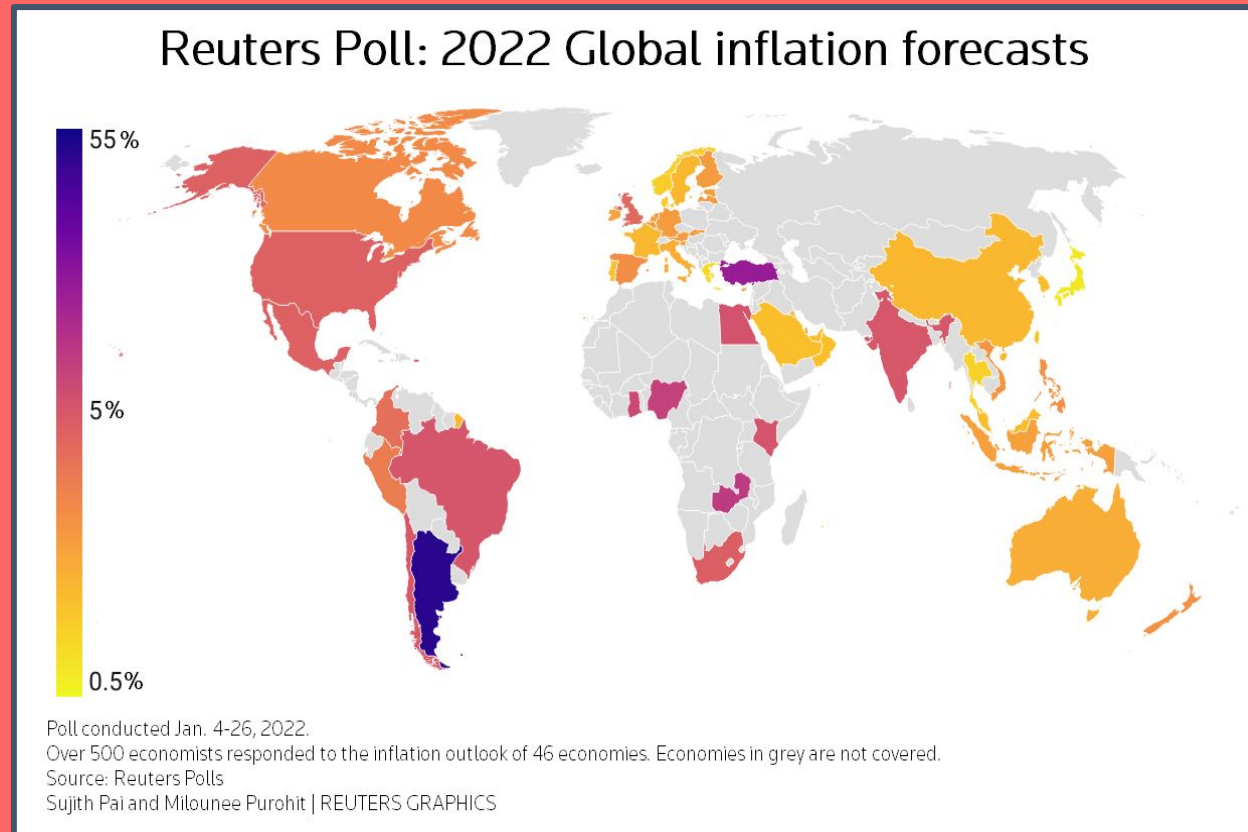
Responding Well to External Interruption

3 Pillars

- ➔ Internal and External Awareness
- ➔ Embrace a Culture of Adaptability
- ➔ Sustainable (Over) Communication



Internal and External Awareness



External Awareness

Research into top competitors

Changes in the industry

Understanding of market trends

Check-In Best Practices

No less than once per month

High-level and coaching focused

Pulse check of objectives and core values

Evaluate objectives and core values as well

Internal Awareness

Competing Values Framework Cameron & Quinn (1999)

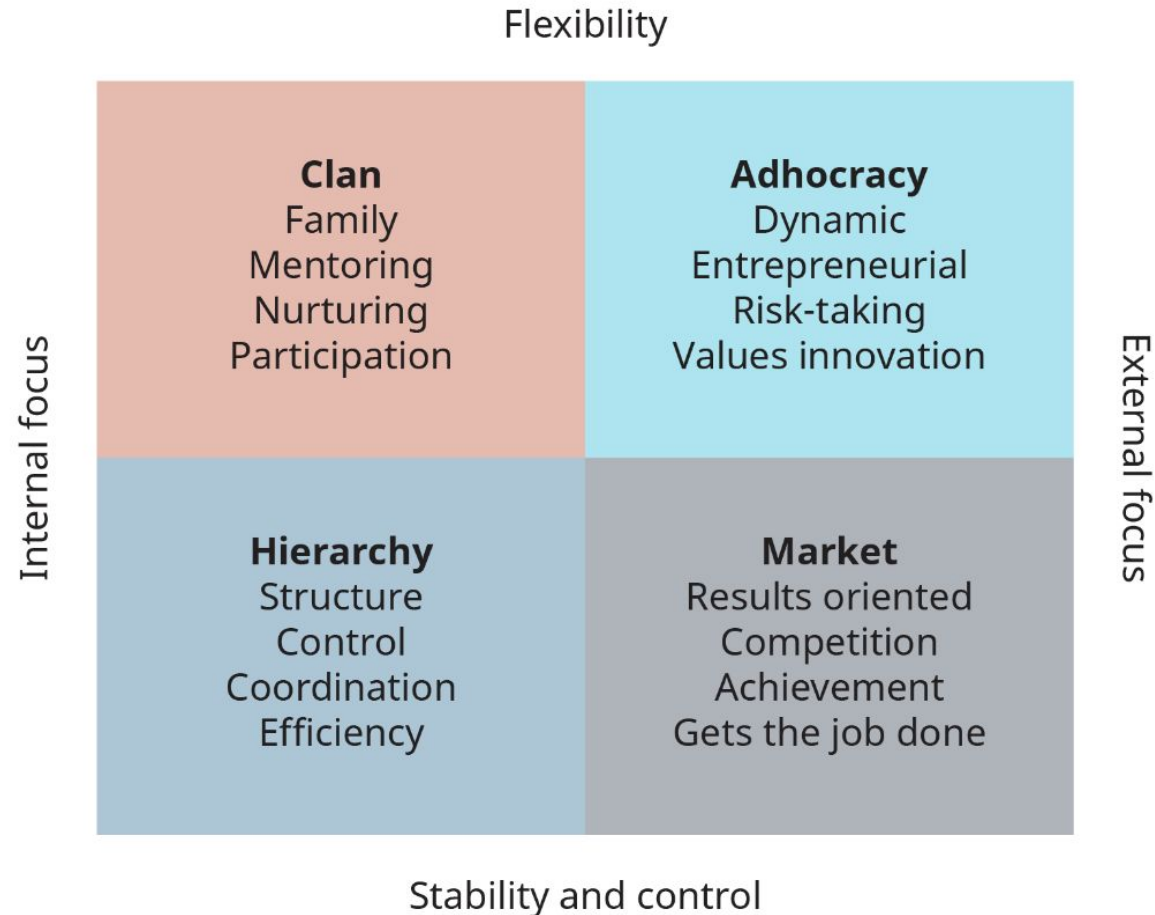


Exhibit 4.21 The Competing Values Framework Source: Adapted from K. Cameron and R. Quinn, 1999. *Diagnosing and Changing Organizational Culture*, Addison-Wesley, p. 32.

Embrace a Culture of Adaptability

Change Management

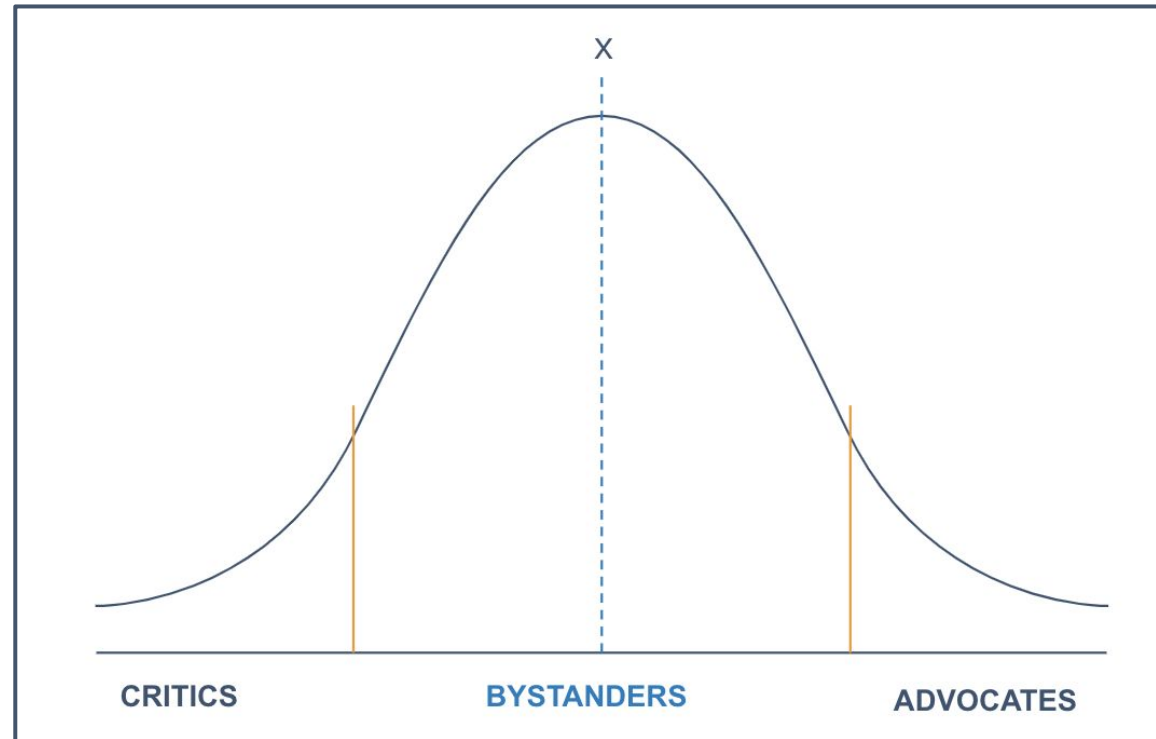
Harvard Business Review

Harvard Business Review suggests 60-70% of all the change initiatives undertaken in organizations fail.

Embrace a Culture of Adaptability

Change Management

Obsess over
the why



*“The loudest boos
often come from
the cheapest
seats”*

Embrace a Culture of Adaptability

The Pyramid of Employee Needs

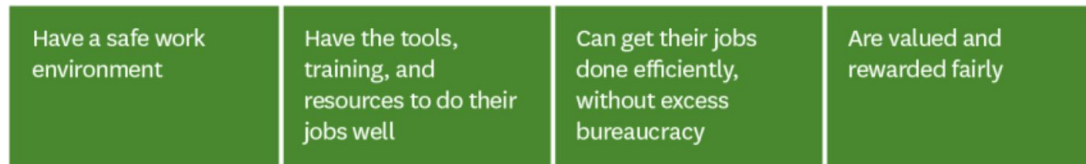
INSPIRED EMPLOYEES...



ENGAGED EMPLOYEES...



SATISFIED EMPLOYEES...

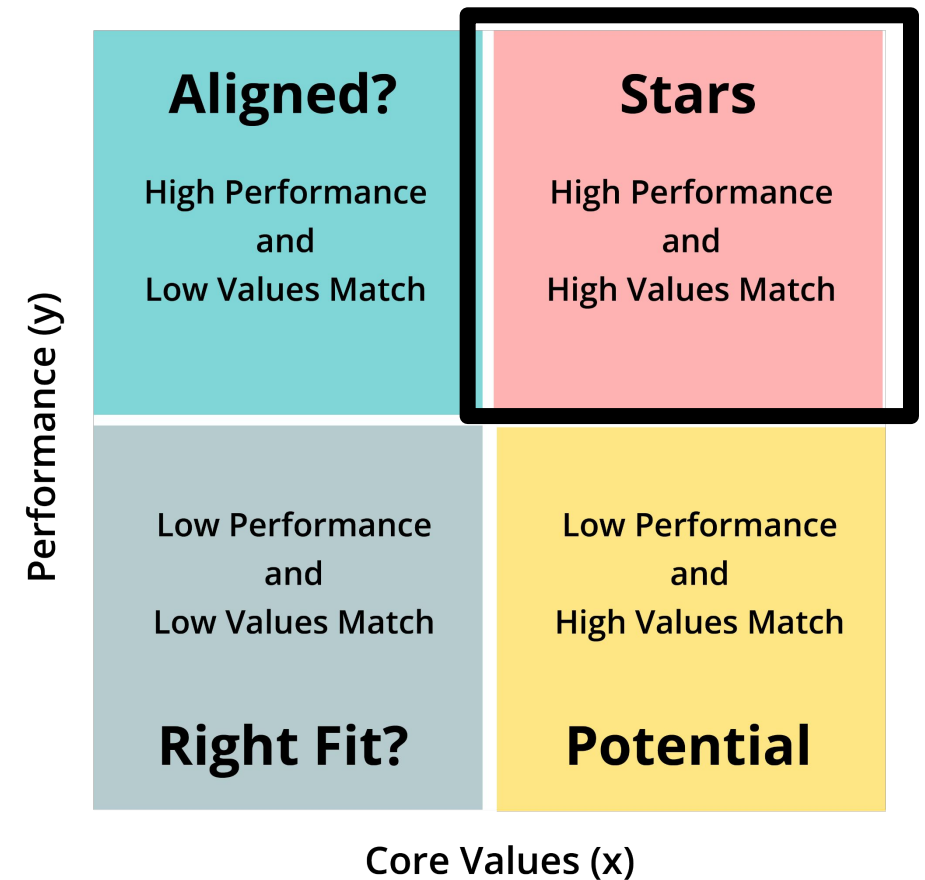


SOURCE BAIN & COMPANY

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Performance Values Matrix



Free PVM Download

Performance Values Matrix Template Download



Take Our Poll!



Your Answers



Sustainable (Over) Communication

Culture problems usually exist because communication is not happening or not happening enough



Communication = Transparency

Internal Feedback for Allison Meyers Close

Questions Objectives Core Values Legend 4 of 22 / 13 Dec 2021

1. This individual inspires a shared vision by providing direction, creating enthusiasm about the future, and translates overall vision into actionable plans
Strongly Agree

Allison is a star. She has provided so much creativity and enthusiasm for the direction that our marketing campaigns have taken our company. She has also reinvented outdated processes and communicates so eloquently, making sure all parties are informed.

2. This individual values people by showing respect for others and their ideas, appreciating differences, and considering others' needs when making decisions
Strongly Agree

In an era where we are so focused on DE&I, Allison has worked to make sure the organization's support and stance are clear in our marketing messages. She is quick to listen far more than she talks, and the end result will shock you.

3. This individual acts in the best interest of the company and the enterprise by being highly ethical, positive, collaborative, and by bettering the company and community
Strongly Agree

I do not know of a more positive and ethical representation of our company. Our goal is for every employee to live up to the same ideals that Allison displays so well.

Unique #
54364

Date of Feedback
13 Dec 2021

Due Date
31 Dec 2021

Employee's Manager(s)
Amy Barnes
Elizabeth Ray

Submitted By
Anonymous

Check-Ins

Check-Ins for Abigail Collins Close

Record Count: 9

Questions Objectives Core Values Goals 2 of 9 / 3 Jan 2022

What are your biggest accomplishments since our last check-in? What are you most proud of?

I think my biggest accomplishment was speaking up in the recent brainstorming session. Sometimes as a "greener" team member, I don't always feel like my opinion is going to be heard so I don't speak up. I am really glad that I got over my fear and made a suggestion about the new campaign. Everyone loved the idea and I felt very heard! It calmed down the assumptions I was making in my head and felt like an important step in my development.

What are your key priorities for this check-in cycle?

I need to create my social media calendar for next month and focus on gathering the team to discuss lead generation strategy based on the analytics from the past 3 months.

How can I best help you?

What is the best way of organizing the strategy meeting? I want to be prepared and make sure everyone's time is being used effectively.

Details

Manager Feedback Last saved 01/03/22 11:39 am

Thank you for speaking up! We always value your opinion and I agree that it was well said. I'm glad you felt heard. Let me know if there's any other way I can help you feel comfortable in brainstorming sessions.

The strategy meetings should be structured similar to the planning Agenda we have laid out. Reference that Agenda and reach out to me if you have further questions.

360-Degree Feedback

Takeaways

➔ Internal and External Awareness

External Awareness

- Research into top competitors
- Changes in the industry
- Understanding of market trends

➔ Embrace a Culture of Adaptability

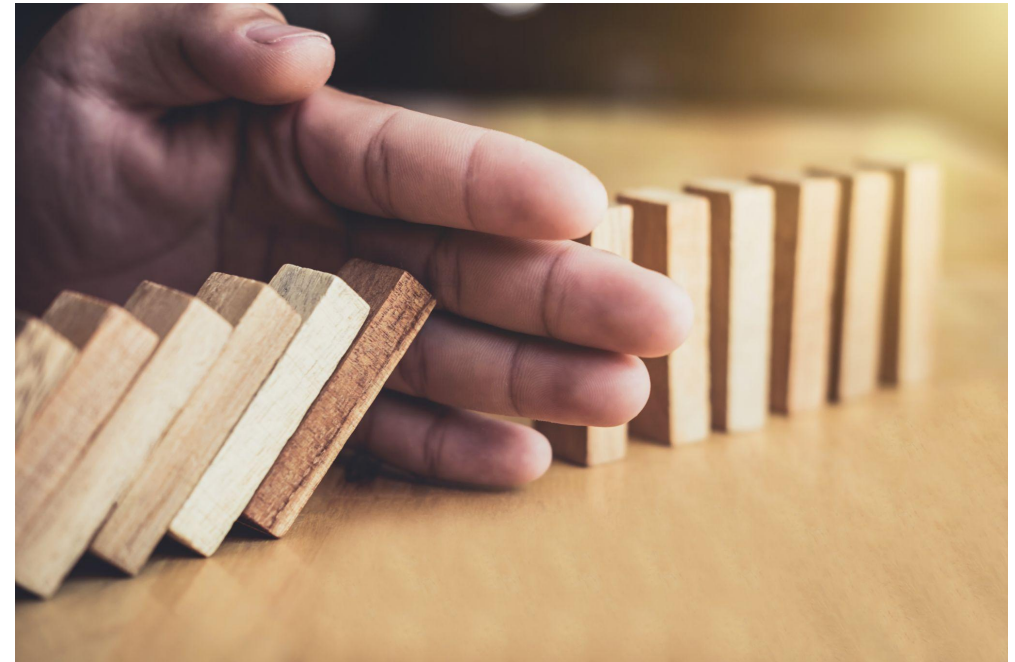
- Change Management Bell Curve

➔ Sustainable (Over) Communication

- 360-Degree Feedback
- One-On-One Check-Ins

Internal Awareness

- Competing Values Framework



Resources for You

1

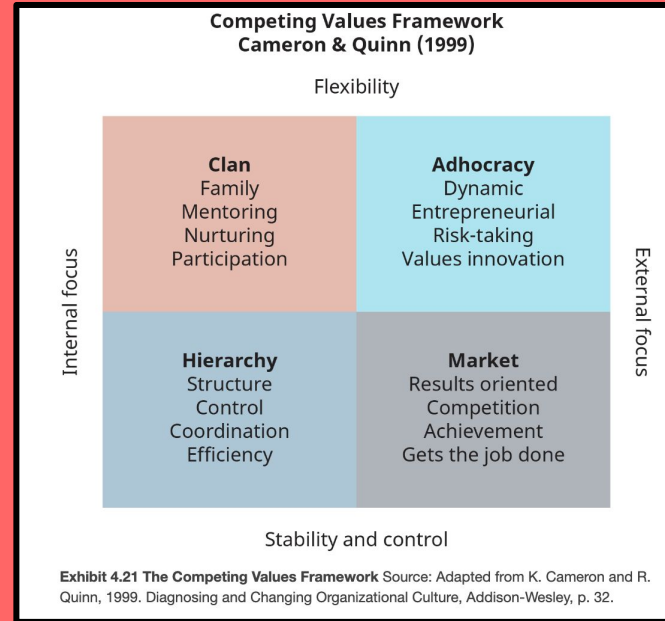
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Performance-Values Matrix Template

Unlock the Full Potential of Your Team

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2



3

Check-in Template

Check-Ins help managers and employees stay aligned and focused on priorities and provide a quick and easy way to communicate concerns, progress, and achievements. Check-Ins provide the opportunity for frequent feedback making them an integral part of a coaching culture.

Questions

- 1 What are your biggest accomplishments since our last check-in? What are you most proud of?
- 2 What are your top priorities for this upcoming check-in cycle?
- 3 How can I best help you?

4

HR.com Webinar: How to Make Manager & Employee Check-Ins Effective

WORKDOVE Check-In Workflow

Manager Creates Check-In → Manager Reviews Completed Check-In → Manager Completes Feedback Section → Application Sends Reminder to Check-In Again → Manager Reviews Completed Check-In → Manager Completes Feedback Section

Employee Completes Check-In → Manager & Employee Meet → Employee Reviews Feedback → Employee Completes Check-In Again → Manager & Employee Meet

1:00:17

vimeo

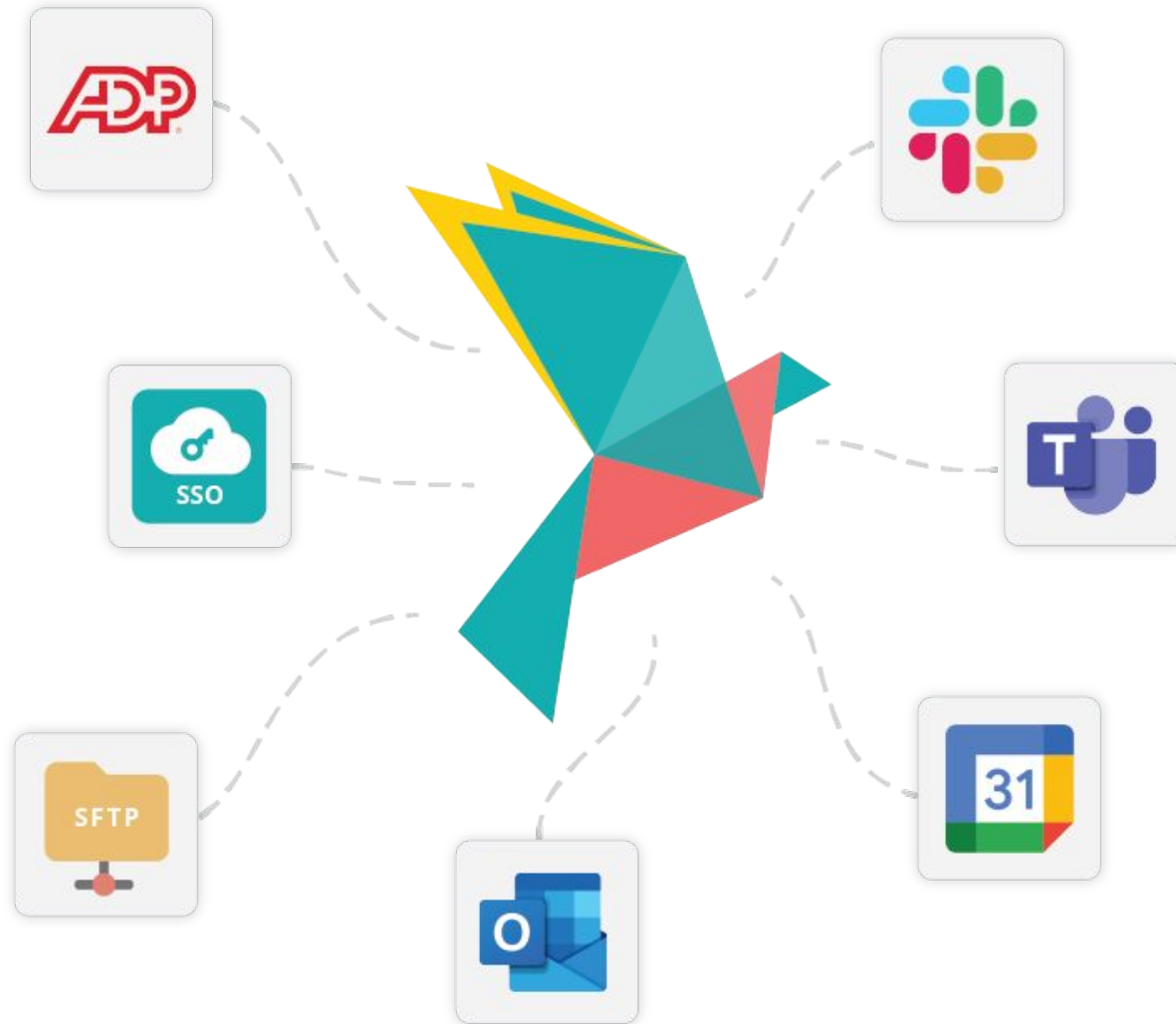
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Thank You!

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