

CULTURE CHANGE: WHERE DO YOU START?

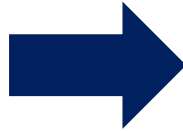
Creating Conditions for Success

Presented Gregory Bayne
Director / Leadership Capability Consultant
Total Leader and Coach Solutions

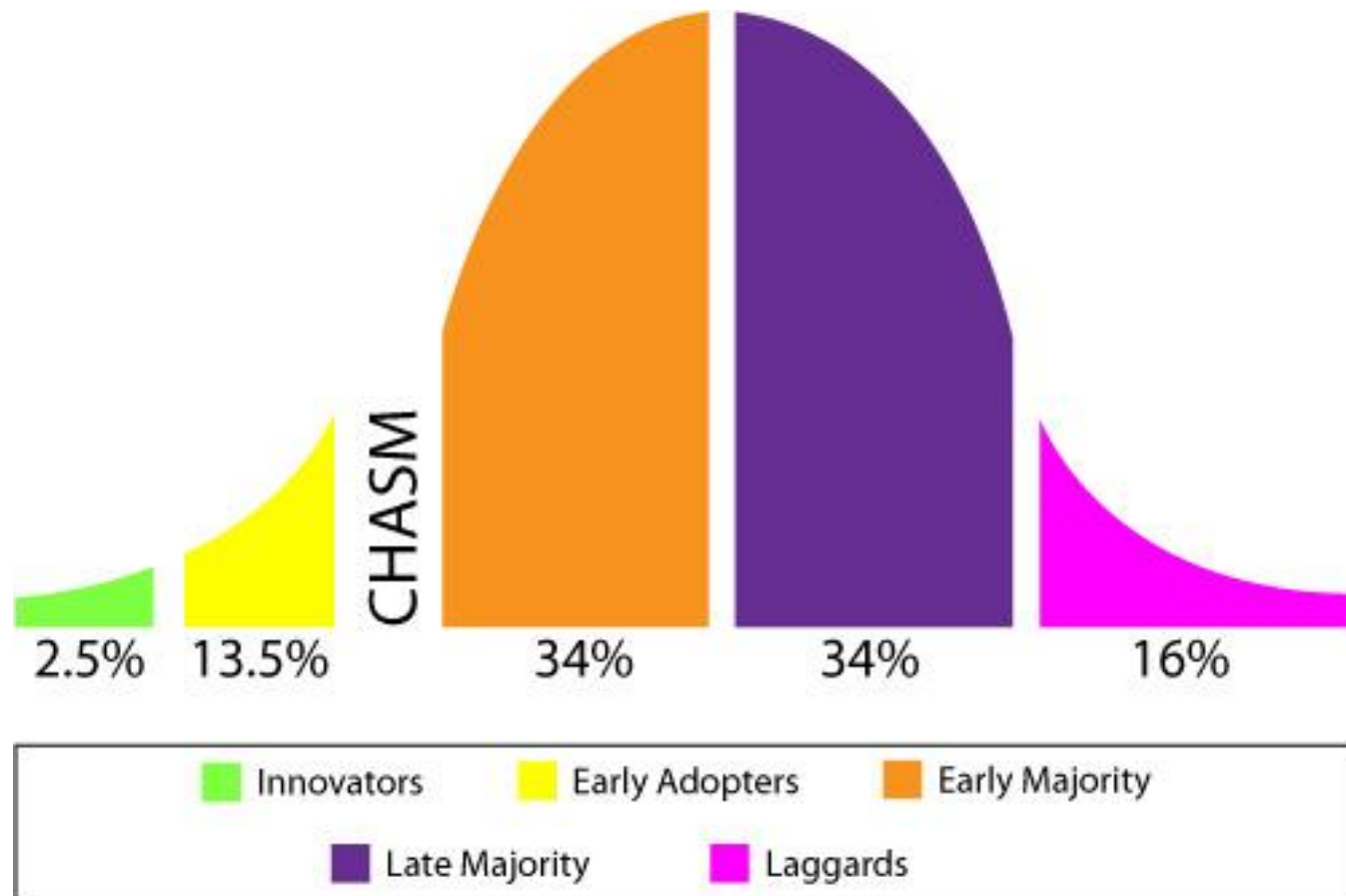
Total Leader and Coach Solutions Australia Experts In Leadership
Valuing Improvement | Generosity | Interdependence | Integrity
www.tlcsolutions.com.au



My Journey

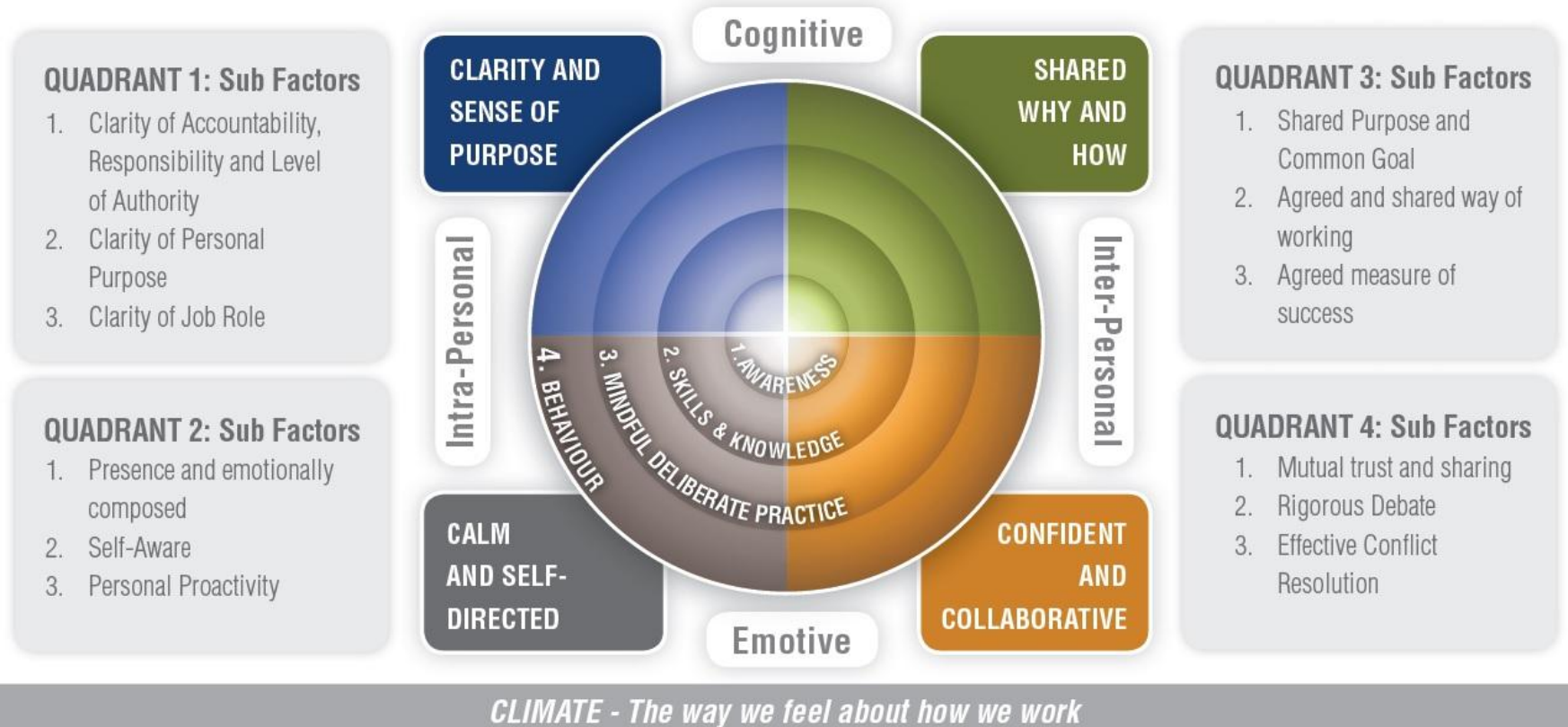


Diffusion of Innovation Curve

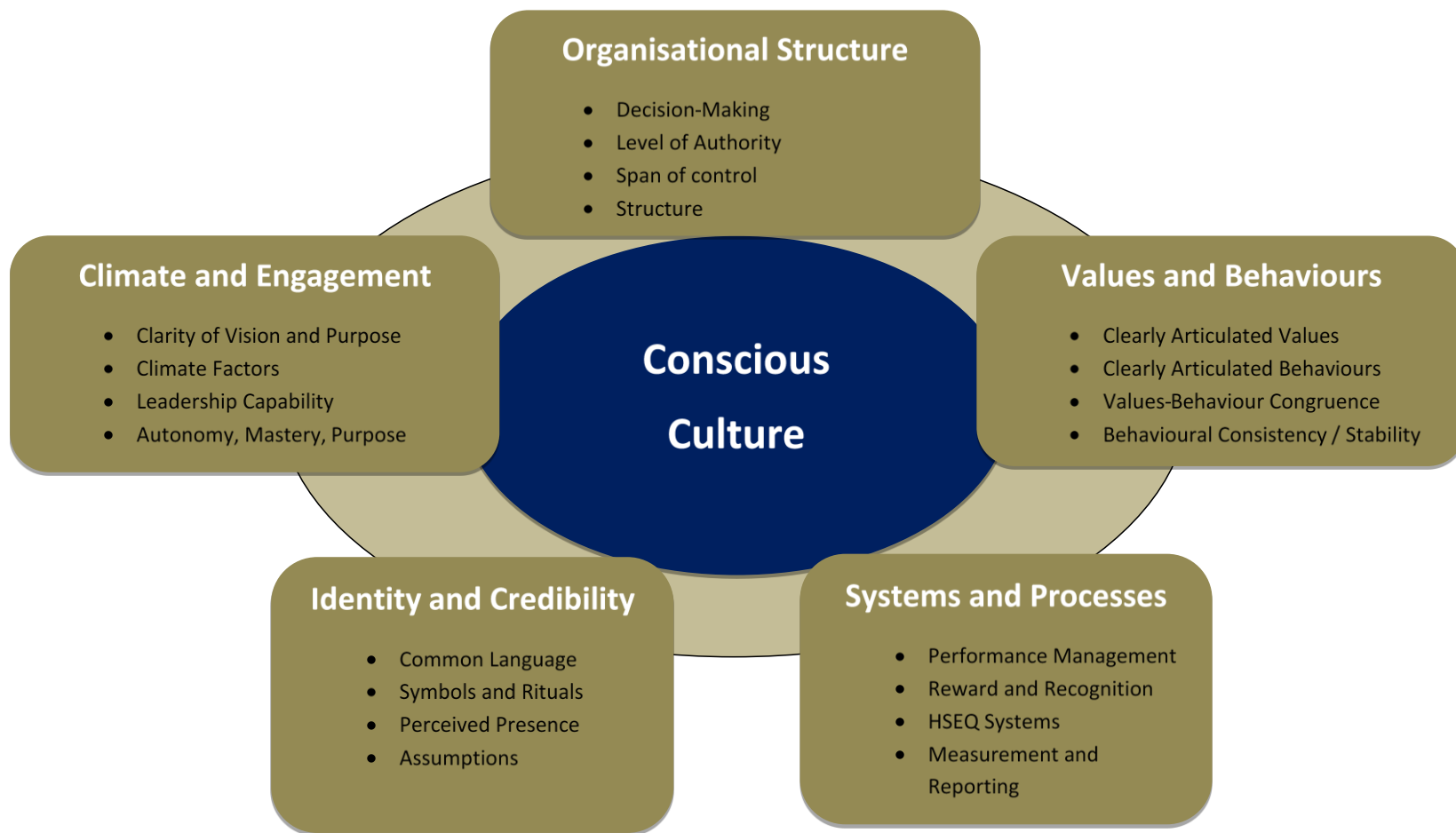


TLC Solutions High Performing Elite Teams Model

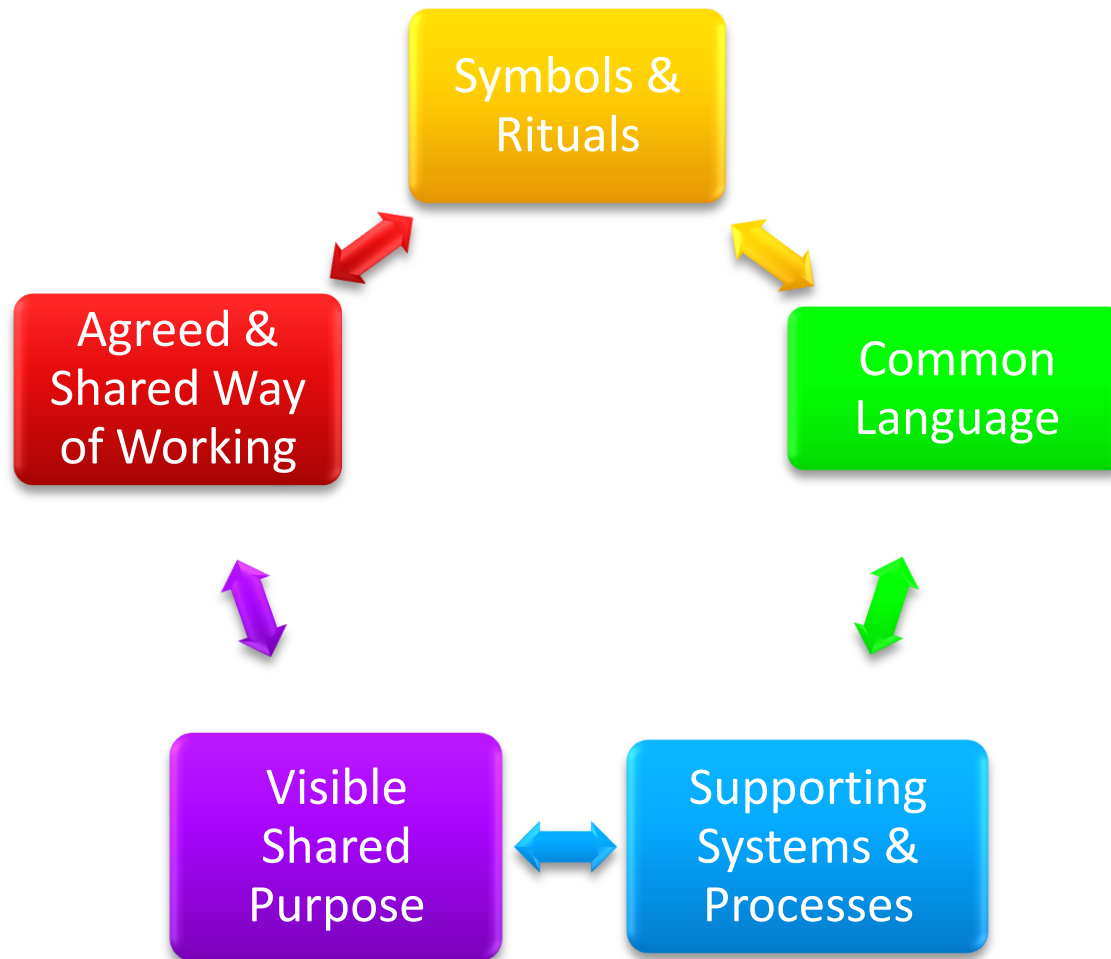
CULTURE - The way we work



TLC Solutions Culture Transformation Model



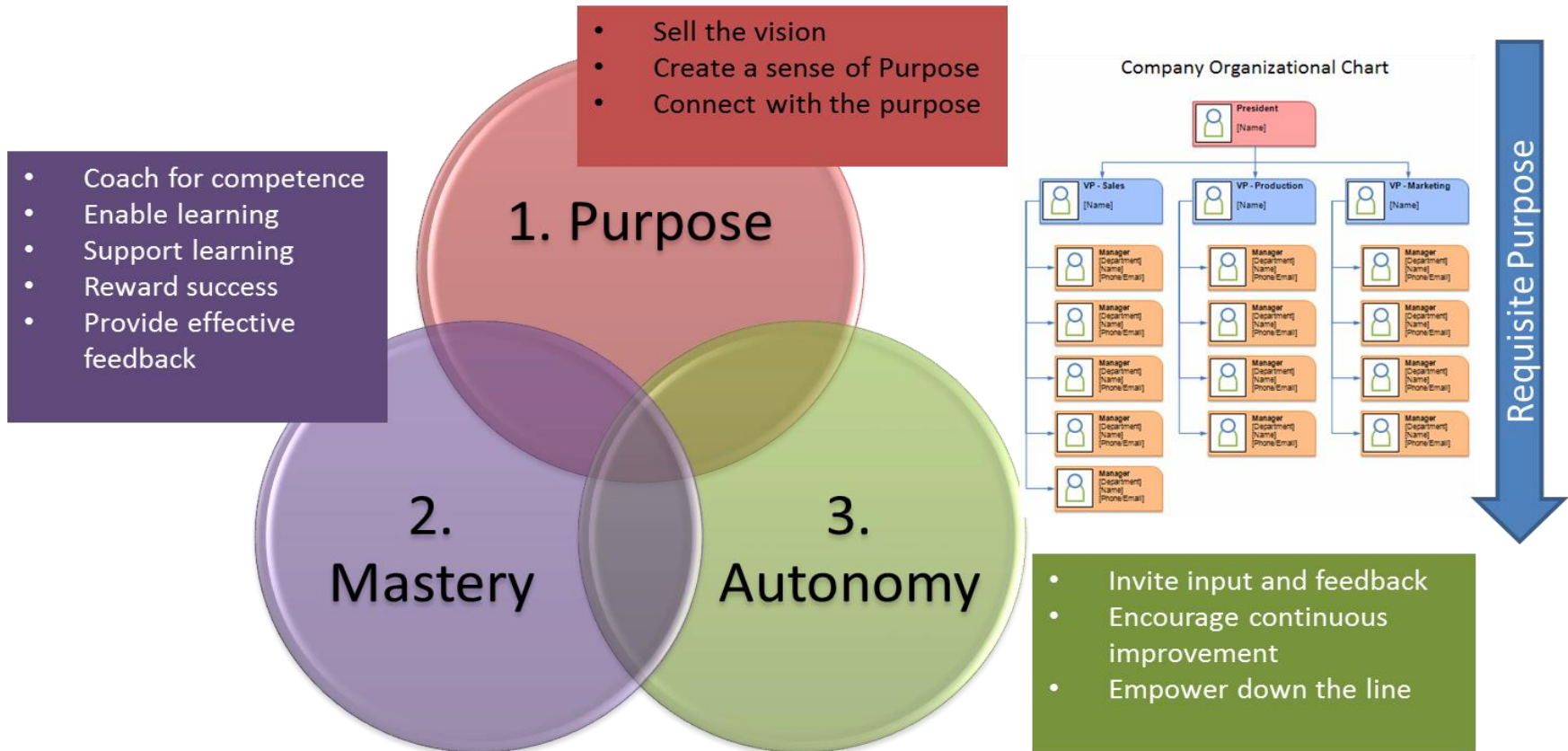
Top Five Less Known but Critically Important Culture Change Factors



When I met someone from Mars...

MARS

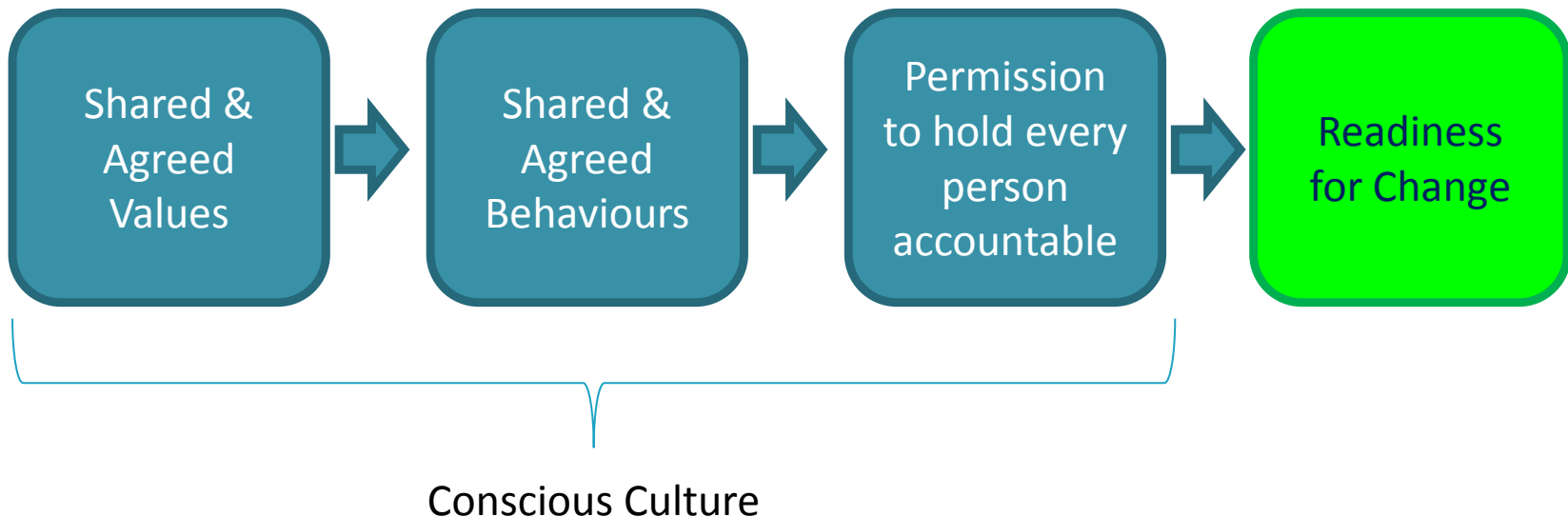
Shared Purpose



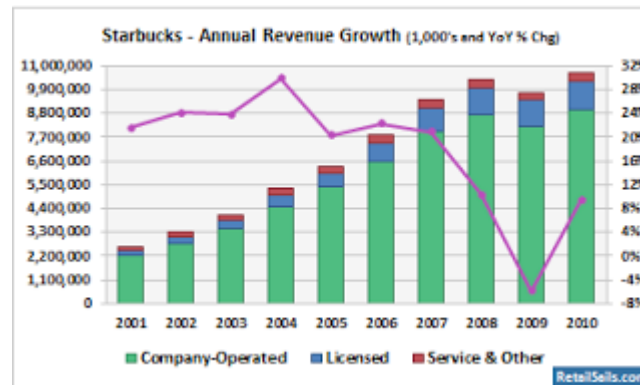
Agreed Way of Working

Based on TLC Solutions research into High Performing Elite Teams, the most significant driver of high performance is:

Team members are given permission and feel comfortable holding each other accountable to the agreed way of working



Symbols & Rituals



The first thing a new hire at Starbucks does is undertake a coffee tasting of the store manager's favourite coffee. It demonstrates the store manager's passion for coffee, and thus displays the desired behaviour to the new recruit.

Over several weeks, the new hire is required to taste and document their reactions to all the coffee blends on offer at Starbucks. They are also taken through the economics of coffee: the challenges faced by coffee-growing communities; coffee's place as one of the world's most traded commodities; and how Starbucks' fair trade practices make a difference to those communities.



When in doubt, leave it out

Shipt Days

Supporting Systems & Processes

Agreed way
of working
(behaviours)



The Right
Supporting
Systems &
Processes

Skills and capability to
utilise systems and
processes

If there was just one thing...

