



Is Your Organisational Culture Hurting Bottom Line Performance?

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The Organisation?



Once the seventh largest
company in the US

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**At our meetings it isn't
worth complaining
because nothing will
get done**

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**The only time anyone
gets spoken to by the
boss is when something
is wrong**

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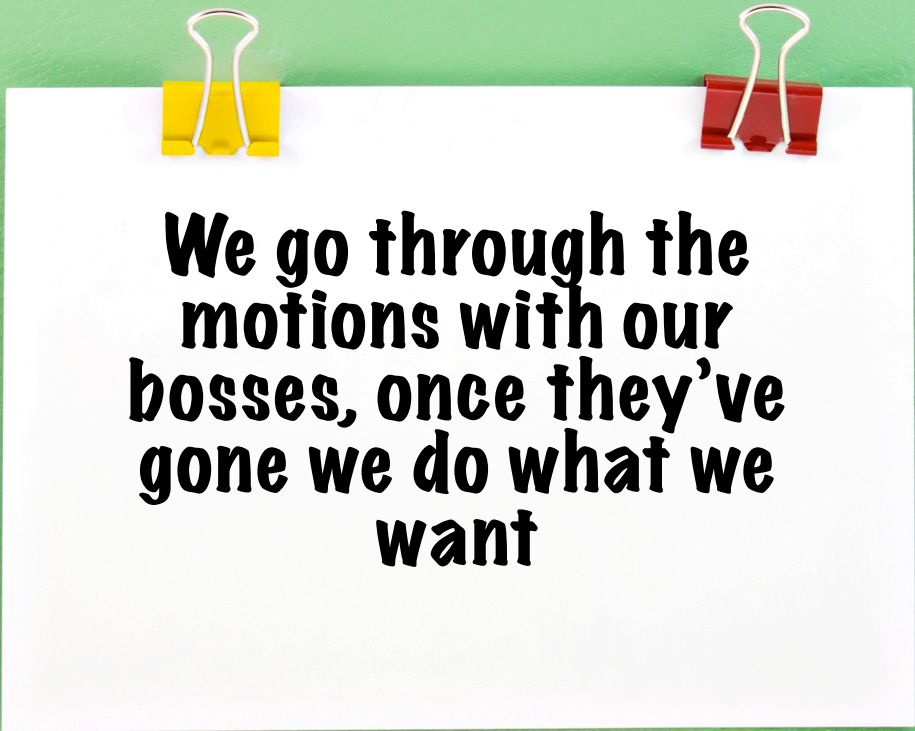
**The organisation talks
about the importance of
service, but we know
they don't really mean
it, so we don't have to
worry about it**

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**Our funniest jokes
usually involve
making jokes about
our work colleagues**

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**We go through the
motions with our
bosses, once they've
gone we do what we
want**

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Culture Observation

‘People seem to lose energy in the journey to the new way, I find that people also expect to see improvement a lot sooner than it happens and this leads to despondency’

(Part of a senior management written description of the current company context)

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Steve's Hunches about the UGRs®

- Around here, there's lots of talk about change, but it won't happen
- Around here, if you lie low for long enough, the moves for change will fade away
- Around here, if you put in efforts to change, there's no support

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What would you say?

Around here, customers are...

- **Complainers. Some think we're slackers**
- **A necessary pain. Without them I would not have a job - would not be able to achieve my goals in life. But they are not very well informed about our business and this makes my job harder**
- **Very demanding; don't know what they really want; don't provide realistic timeframes; expect the world**



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What would you say?

Around here, if you criticise your boss...

- **You will be frowned upon and probably not advance too far in the business. Unfortunately feedback in the upwards direction is not common practice**
- **It is always when you're with workmates, so the boss never gets to hear of the criticism and continues on his merry way thinking he is doing well. We know that the boss does not like to be criticised anyway**



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