



WHAT'S SO CRITICAL ABOUT CULTURE?

August 8th, 2018

Conflict of Interest Disclosure

Kaley Warner Klemp has no financial relationships to disclose.

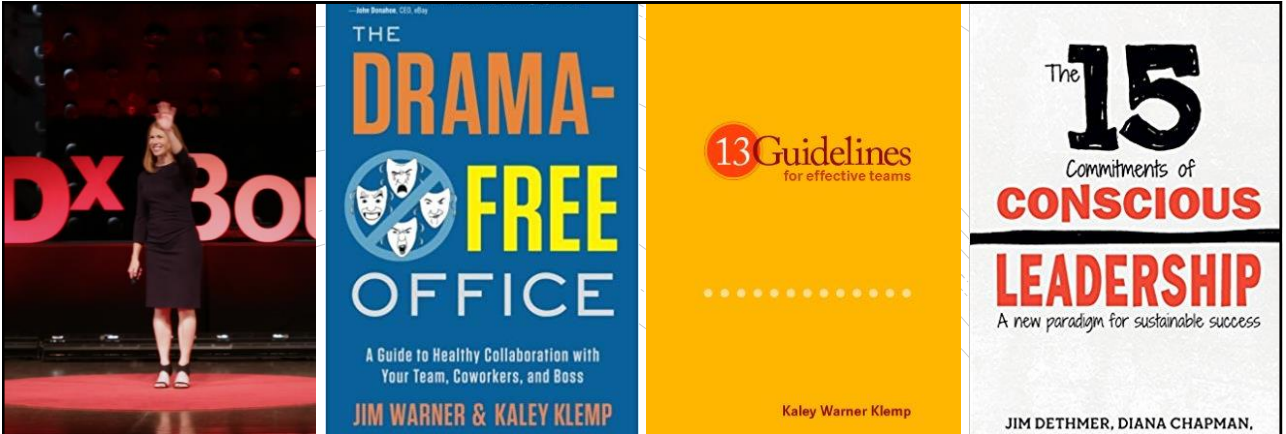
KWK

LEARNING OBJECTIVES

Objectives

1. Learn why culture is important
2. Learn three common forms dysfunction in organizations
3. Provide suggestions for how to improve the culture in your organization





ABOUT ME

KALEY WARNER KLEMP

WHAT IS CULTURE?

3 FLAVORS OF DYSFUNCTION



CURIOSITY

DEFENSIVENESS

OPEN

Present, Compassionate



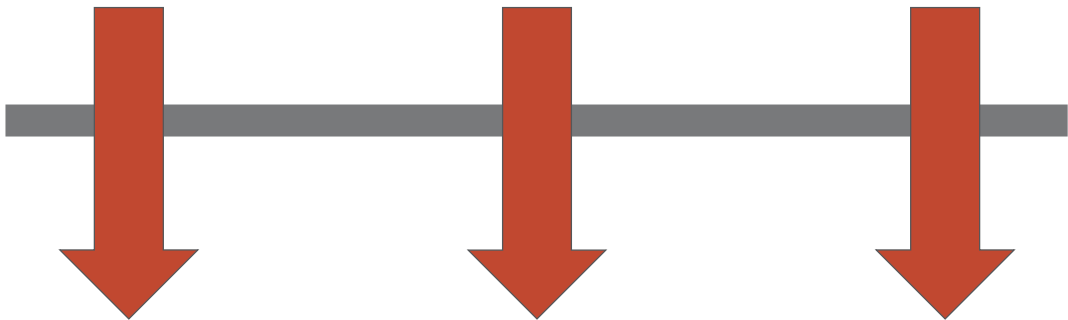
CLOSED

Reacting, "Right"

STRESS

TIME PRESSURE

PHYSICAL STRESS



There is no choice

There's nothing you can do about it

My way is the right way

Just get over it

There is not enough!

Being right is the most important thing

COSTS



Lack of
innovation



Lack of connection /
camaraderie



Giving up (apathy)
"Nothing I can do"

TIPS



Awareness = Choice

TIPS



Awareness = Choice



Shift yourself

TIPS

1

Awareness = Choice

2

Shift yourself

3

Ask Questions
(contagiously so)



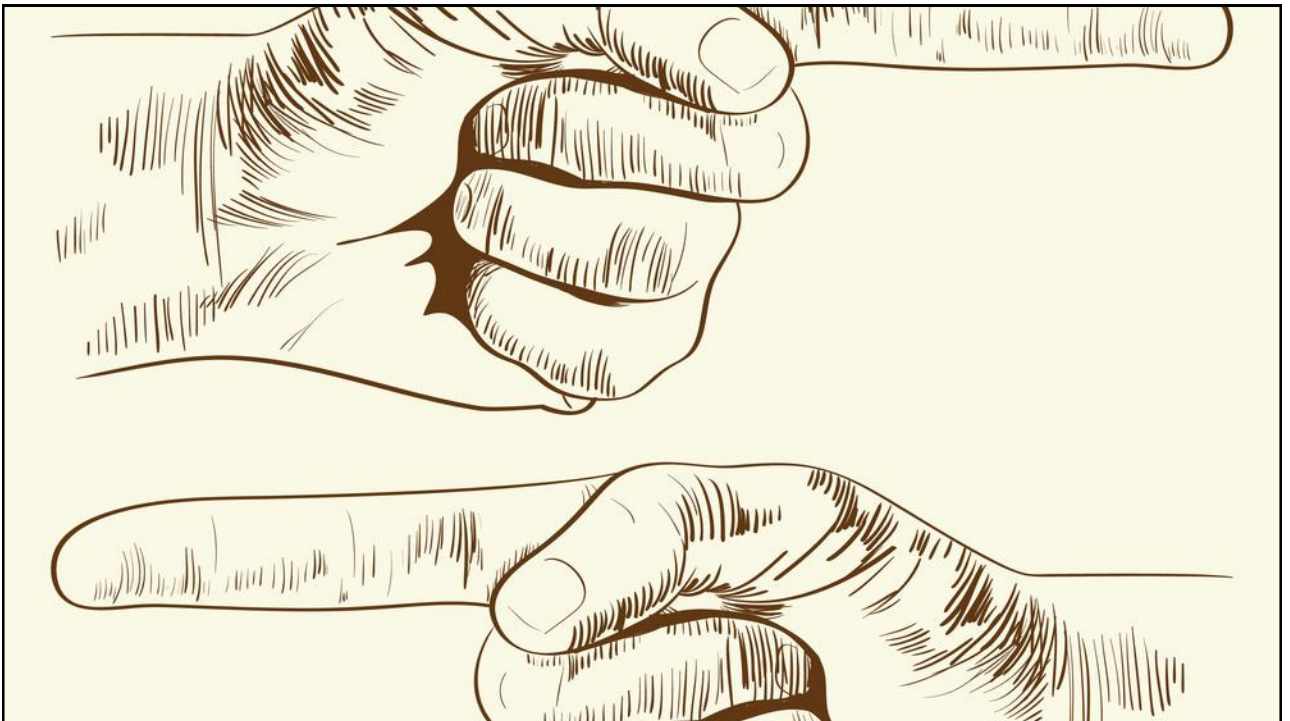
GOSSIP

GOSSIP

A statement
about another
person made with
negative intent

OR

Any statement made about
another person that you would be
unwilling to say in the same way
if that person were in the room.



COSTS

Undermines trust

Lost energy

Lack of authenticity or truth-telling

TO STOP GOSSIP



Awareness
=
Choice

TO STOP GOSSIP



Awareness
=
Choice



Stop gossiping
yourself
(set the example)

TO STOP GOSSIP



Awareness
=
Choice



Stop gossiping
yourself
(set the example)



Encourage speaking
directly
(stop listening)



COSTS



Suppressing emotions



Burnout

COSTS

Prevents using resources



ANTIDOTE: TRUTH TELLING



ANTIDOTE: COMPASSION

Action Steps

1. Be curious – rather than defensive – this afternoon
2. Do a gossip “fast” this week
3. Tell the truth of your experience (rather than being “strong”)
 - To yourself
 - To someone else
4. Offer compassion to yourself



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