UNDERSTANDING YOUR ORGANIZATION’S DNA

Caroline Gathura, Rich Latella, Erin Murphy, October 2017
LEARNING OBJECTIVES

• How to identify your organization’s culture (DNA)
• Culture’s impact on the organization’s systems
• Your role as a Agent of Change
• Selecting data to identify your culture (DNA)
GROUP DISCUSSION

In small groups, discuss your approach to the following situation:

Your Executive Director asks for a plan to address the increase in staff turnover for Direct Support Professionals.

Questions to consider:

1. Where do you start?
2. What process should you use?
3. Who should be involved in the discussion?
4. What information do you need?
5. Where do you go to get the information?
6. Do you have a timeframe/deadline?
THE PROCESS

PURPOSE

DATA COLLECTION

DEVELOP A TACTICAL PLAN

AREA OF FOCUS

IMPLEMENTATION & ROLL OUT
PURPOSE

- Reason why
- Sense of urgency
- Threats or opportunities
- Have an open discussion and define your reason for the action
- Who is involved
- Potential impact
- What are you trying to learn (dig down)
DATA COLLECTION

- What are your methods?
  1. Surveys
  2. Focus Groups
  3. Stay and Exit Interviews
  4. Shining Star Interviews

- What resources do you have available?
  1. HRIS
  2. Staff

- What metrics?
DATA ANALYSIS

- What does the data tell you?
- Do you need more information?
- Do you need to look somewhere else?
- Narrows your focus
AREA OF FOCUS

• What department or process do you need to focus on?
• Again, drill down on the focus area
DEVELOP A TACTICAL PLAN

- Put a plan together
- Identify action items, responsible person, target date
IMPLEMENTATION AND ROLL OUT

- Determine a date for implementation
- Communication plan
- Make the roll out memorable
HR AS AN AGENT OF CHANGE

- Employee Systems/Life
- Alignment
- Change Management Process

www.change-management-consultant.com
EVALUATION

• Reviewing the data
• Supervisory training
• Interviews
• Determining what to measure
Questions, comments?