

Three simple ways to improve culture

I loved this post on LinkedIn last week, by my colleague Susie Mitchell who mentors CEO's & executive teams to achieve transformation in their organisations.

Things everyone need to come to terms with:

- **No response is a response**
- **Taking no risk, is the biggest risk**
- **If they wanted to, they would**
- **If your happy alone, you'll be happier together**
- **Changed behaviour is the only real apology**

As my recent articles have been focusing on how leaders can improve the culture of organisations and teams, I wanted to highlight three of her points as essential to great leadership. Remember it is great leadership we are aiming for as good leadership is just not enough to overcome the challenges faced by teams in today's fast paced and everchanging world, with complex and multi-faceted demands on our time. So, let's get real!

Firstly, no response is still a response. Leaders respond – to phone calls and emails and requests. When we don't respond others make assumptions about us – if it's an occasional lack of response we may get the benefit of the doubt – but some people have a reputation for not getting back to others.

So, let us just think about how we respond to everything while maximizing our time and not getting caught up in things that are not our business. *Answer:* We train people when and how to contact us. We set times for phone calls and responding to emails. We let them know what they need to run past us and when they can make decisions themselves. Which brings us to the second point.

Secondly, taking no risks is the biggest risk. Leaders take calculated risks and train their staff to take risks. We must get out of our comfort zone to learn, grow and expand. Leaders encourage professionalism and independent thinking by their staff. That means allowing them to take calculated risks and to learn from their experiences.

Thirdly, changed behaviour is the only real apology. I love this one. I encourage you to put it on a poster, discuss it at your team meetings and really embrace this concept as a tool for improving the culture in your team. Saying sorry is important – but if we repeat the behaviour no one believes we are truly sorry. Not responding with the same behaviour, doing something different next time – phoning someone back the same day, emailing to let a colleague know that their issue is being progressed and giving them a named associate to contact, being on time for the meeting, coaching rather than directing, remembering to acknowledge good work. These changes are the true expressions that we are sorry and that we have learned the lessons.

So, which one of these 3 messages resonates most with you? Would now be a great time to change?

For more information on CORE leadership skills please visit my website at www.lynnpeyton.com/core

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