



# CULTURE TRUMPS EVERYTHING

## "VISION IS WHAT HANGS ON THE WALL BUT CULTURE IS WHAT'S IN THE HALL"



Bobby Bogard

*"Where is the cultural lid when it comes to problem solving, generating new concepts, and overhauling outdated systems or programs? An organization can have great systems and processes only to have them **sabotaged** by the culture."*

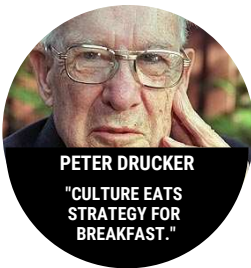
- CULTURE IS HOW WE DO LIFE TOGETHER.
- CULTURE IS THE **UNDERCURRENT** OF EVERYTHING HEALTHY AND UNHEALTHY IN AN ORGANIZATION.
- CULTURE HAS THE LOUDEST **VOICE** EVEN WHEN NOTHING IS SPOKEN.

### HOW DOES A LEADER SHAPE CULTURE?

- 1** WHATEVER IS **CELEBRATED** AND WHATEVER IS **TOLERATED** WILL INEVITABLY BECOME THE CULTURE. It's revealed in the language of the employees. A good example is Chic-fil-A. When a customer is in a drive-through and says, "Thank you," the response is always the same no matter what location or what state, "My pleasure."
- 2** AN ORGANIZATION'S CULTURE IS DEMONSTRATED IN ITS **VALUES**. The values that are lived out are not just written down. Many companies have their values written in pamphlets, posted in their office hallways, and communicated in their employee handbooks. However, when they say "a culture of excellence" and celebrate anything less, then anything less becomes the standard.

**3 PRACTICES, BEHAVIORS, AND HABITS ALSO DRIVE THE ETHOS OF THE ORGANIZATION.** What are the organization's best practices? The ones where there is true **responsibility** with **accountability**, or the ones where we overlook things to meet deadlines? What are the tolerated behaviors? The ones that empower entitlement, or the ones that create equity? What are the accepted routines? Punctuality at meetings, or the normal excuses of, "Sorry I was finishing my lunch break?"

**NO MATTER WHAT IS WRITTEN; THE CULTURE WILL CONTROL THE MOVEMENT WITHIN THE INSTITUTION.**



- ➔ Cultures require day to day **maintenance**. Without **consistency** the company will experience cultural **drift**.
- ➔ Relational accountability seems to provide the best solution for cultural **stability**. Expect oversights to communicate what is expected of those they lead by **modeling** rather than instructing.
- ➔ Culture is more **caught** than taught. New employees are taught cultural tenets during their onboarding process, but the longer they are employed, the more their behavior and values **conform** to what's lived out daily.
- ➔ Something else to consider is the organization's tenure. Through its years of existence the foundations of a company can be forgotten. Its principle beliefs eroded. Leadership should **frequently** tell the company's story; how it **started**, how it **arrived**, where it is today, and the direction it's headed in the **future**. The company's history reinforces its culture.

**REMEMBER**

**"CULTURE TRUMPS EVERYTHING."**





# **LEADERSHIP STUDY GUIDE**



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**Bobby Bogard**

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- **CULTURE IS HOW WE DO LIFE TOGETHER.**
- **CULTURE IS THE \_\_\_\_\_ OF EVERYTHING HEALTHY AND UNHEALTHY IN AN ORGANIZATION.**
- **CULTURE HAS THE LOUDEST \_\_\_\_\_, EVEN WHEN NOTHING IS SPOKEN.**

## **HOW DOES A LEADER SHAPE CULTURE?**

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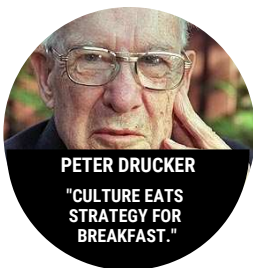
**2**

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What are the organization's best practices? The ones where there is true, \_\_\_\_\_ or the ones where we overlook things to meet deadlines? What are the tolerated behaviors? The ones that empower entitlement, or the ones that create equity? What are the accepted routines? Punctuality at meetings, or the normal excuses of, "Sorry I was finishing my lunch break?"

## NO MATTER WHAT IS WRITTEN; THE CULTURE WILL CONTROL THE MOVEMENT WITHIN THE INSTITUTION.



- ➔ Cultures require day to day \_\_\_\_\_. Without \_\_\_\_\_ the company will experience cultural \_\_\_\_\_.
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