Change Your Culture, Change Your Life!
Presented by: Grant Yee, Administrative Serves/Finance Director, Ontario, CA

Poll Results
“Does your organization’s vision give you energy all day?”
32%-Yes 68%-No

“Are leaders made or born?”
22%-Made 8%-Born 70%-Both

“Does culture eat strategy for lunch?”
85%-Yes 15%-No

Continue the Conversation
• Is your organization people-centric or work-centric?
• Describe a few of your organization’s leadership values?
• How can your organization become the Ritz-Carlton, Apple, or Google of Government?
• Can you think of any policies, procedures or practices which contradict your desired culture?

Benefits of a People First, Work Second Environment
Increase Employee Engagement — Increase Productivity & Innovation — Increase Customer Service Results

1. Vision
• Establish a vision (focus on big picture)
• People Oriented vs Organizational
• Align organization & employee purposes

2. Leadership Values
• Where are you in your leadership journey?
• Create Values: Trust, Authenticity, People-first

3. Culture
• Evaluate Why-How-What (Golden Circle)
• Establish Core Values
• Culture gets developed by staff, not management

“Leadership without a vision is simply management”
Question & Answers

Did you receive support from Management to pursue the culture of live first, work second?
• The journey spanned over three City Managers, all of whom had the courage to innovate and provided autonomy and trust.

Do all departments within the city share a similar people-centric culture, or is it solely the finance department?
• We respect each individual’s and department’s leadership styles. Since beginning this journey 5-6 years ago, other departments have taken interest in our department’s style and culture. There is a trend of other taking interest in the people-centric leadership style and how to integrate it into their workplace.

How would you suggest getting started on this path?
• The starting point is to ensure that you are authentic and passionate about people. It is not based on incentives/transactional leadership, it has to be authentic and passionate.

Have you received feedback/pushback on the value of fun?
• Initially, it was a struggle to comprehend that employees can have fun and do good work simultaneously. We view it as an effective and innovative way of doing a “retreat”. Although it is done consistently and more frequently, It has the same purpose simply done differently. It is easy to jump to the wrong conclusions without previous knowledge of the theories, studies, and research which are at the core of our practices.

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