Building Community Through Values-Driven Work

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What Is Community Culture?

- **Group behaviors, beliefs, assumptions, priorities, and experiences.**

  - What is practiced, rewarded, and how thoughts are expressed.

  - What we see, hear, do, and feel.

    - Our collective experiences and energy.

      - Our vibe, our rhythm, and our groove.

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What We Know

- **Organizational Culture** is strongly influenced by leadership behaviors and practices.

- **Community Culture** is established and reinforced through rewards, consequences, and social norms.

- **Communicating Clear and Consistent Expectations** is necessary to align behaviors and practices.

- **Measurement and Accountability** is necessary to make needed change.

- **Psychological Safety** is an essential part of culture when creating a community that flourishes.

Characteristics of a Psychologically Safe Culture

- It's OK to speak truth to power

- There's transparency and openness in the group

- Knowledge sharing is common

- People admit failure and/or ask for help without fear

- Candor is allowed and expected

- People share ideas even when they are not fully formed

- Active listening is consistent

- Criticism and creativity flourish

- Feedback is constructive

- Greater effectiveness and efficiency

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What Can YOU Do?

One of your colleagues has recently been missing deadlines, submitting work with errors and has periods of time they are unaccounted for.

Your leader has decided to reorganize your group to meet new goals. They have said that nobody will lose their job but members of your group are still afraid of job loss and uncertainty of their roles.

The behaviors and practices of your supervisor is having a negative impact on the dynamics of your group. It does not appear that they have any awareness that their words and actions are received negatively.

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Put First Things First

F   **Find Your Locus of Control**

I   **Investigate Your Fears**

R   **Reprogram Negative Thinking**

S   **Seek Healthy Support**

T   **Take Time for Self-Care**

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Psychological Safety: How to say it when you're not the boss

- Something's been troubling me. Do you have a few minutes to talk about it?
- Some of this is not good news. Is this an okay time to dig in?
- We've got some updates we'd like to run by you.
- I've hit a roadblock/I've got to go back to square one
- I mentioned the problem to the team and we've got some ideas.
- I've made a mistake and wanted to let you know right away.
- Our experiment didn't go as hoped.
- I need help figuring this out.
- There's been an uptick in X, and we can't explain it yet.
- What's the best procedure for getting input? Who should I approach?
- How much detail do you like to hear?
- I need another pair of eyes on this. Do you have a minute/hour/day to look at it?
- I don't feel right about this. Can we pause and take a closer look?