

# Mold and Culture

How does it spread?

# Pathology of Organizational Culture

The purpose of this session is to share and show the power each of us have in identifying and directing how we spread our organizational culture. We will look at aspects of our organizations including

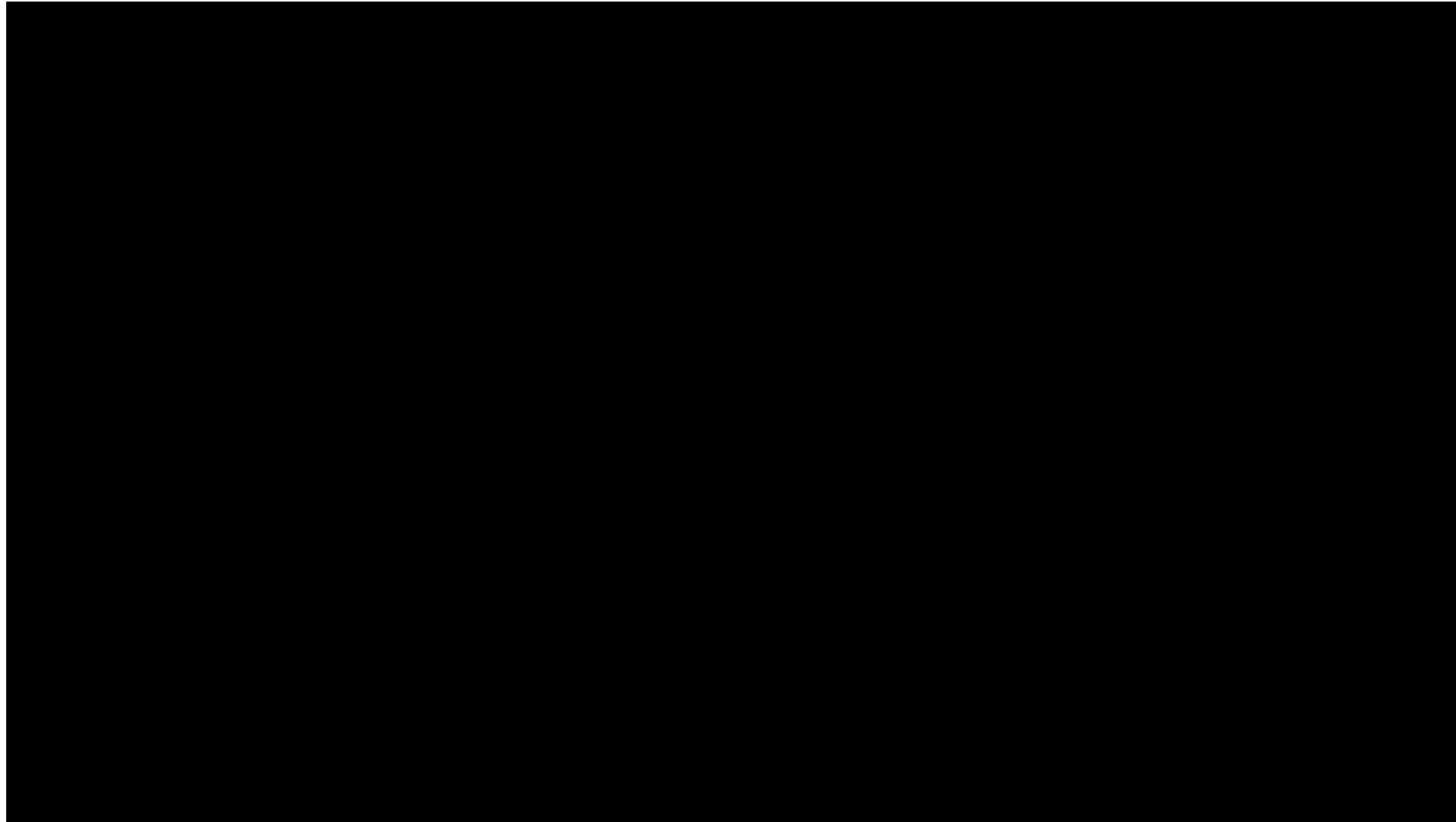
- The infestation of our culture into our organizational identity (WHO we are and WHY we do what we do)
- Our symptoms of effective performance management (employees/us demonstrating our desired culture)
- Promotion and inoculation of a life-giving sense of belonging (measures demonstrating genuine value/impact of our most valuable resource)





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# How Does Your Culture Grow?



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# It 's ALIVE!

## Your organizational culture is ALIVE but is it WELL?

*Workplace culture is a living organism that will create itself and grow without much effort. However, creating and sustaining a culture that is just not alive, but breathes life into others takes intentional effort and is a journey for the whole organization.*



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In f e s t e d / I n v e s t e d

WHO are you?















# In f e s t e d / I n v e s t e d

*“Discover your core values and purpose beyond just making money (core ideology) and combine this with the dynamic of preserve the core/stimulate progress.”*

**James C. Collins** *Good to Great: Why Some Companies Make the Leap... and Others Don't*



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# WHO are we? - Our Core Values

- **Public Service** : Serving the public good – for the benefit of local governments and their tax -paying citizens.
- **Fiscal Responsibility** : Responsibly managing our members' pooled funds for the protection of their financial stability.
- **Operational Excellence** : Delivering excellent member service in all components of our risk financing and loss prevention services.
- **Integrity** : Serving with honesty, integrity and professionalism.



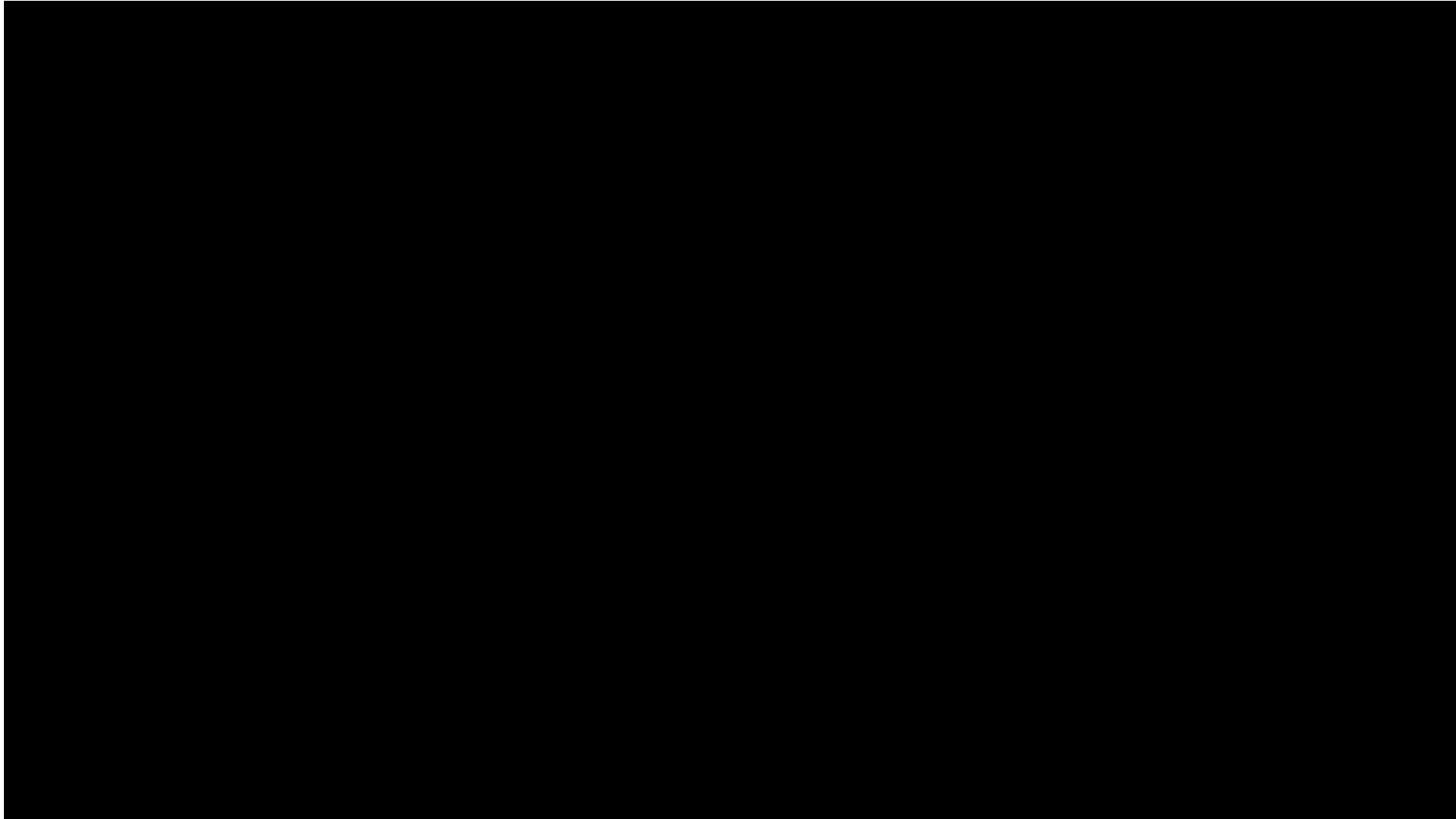
# Organizational Identity

*“Your organization's identity is made up of three distinctively different, yet interrelated elements: **purpose, brand, and culture**. When these elements are clear and aligned, they create a substantial competitive advantage in everything from recruiting and retention to productivity and profits. Your company's employees and performance become powerful -- even unstoppable – forces.” Gallup.com*





# Seeing Beyond Self



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What are your  
symptoms?

What signs of culture do you see and hear?



# “Schulwerk” and Organizational Culture





# WHY Culture?

*“If you hire people just because they can do a job, they’ll work for your money. But if you hire people who believe what you believe, they’ll work for you with blood and sweat and tears.”*

**Simon Senek** *Finding Your Why*



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# Importance of Relational Engagement

***“In Organizations, real power and energy is generated through relationships. The patterns of relationships and the capacities to form them are more important than tasks, functions, roles, and positions.”***

*Margaret Wheatly*



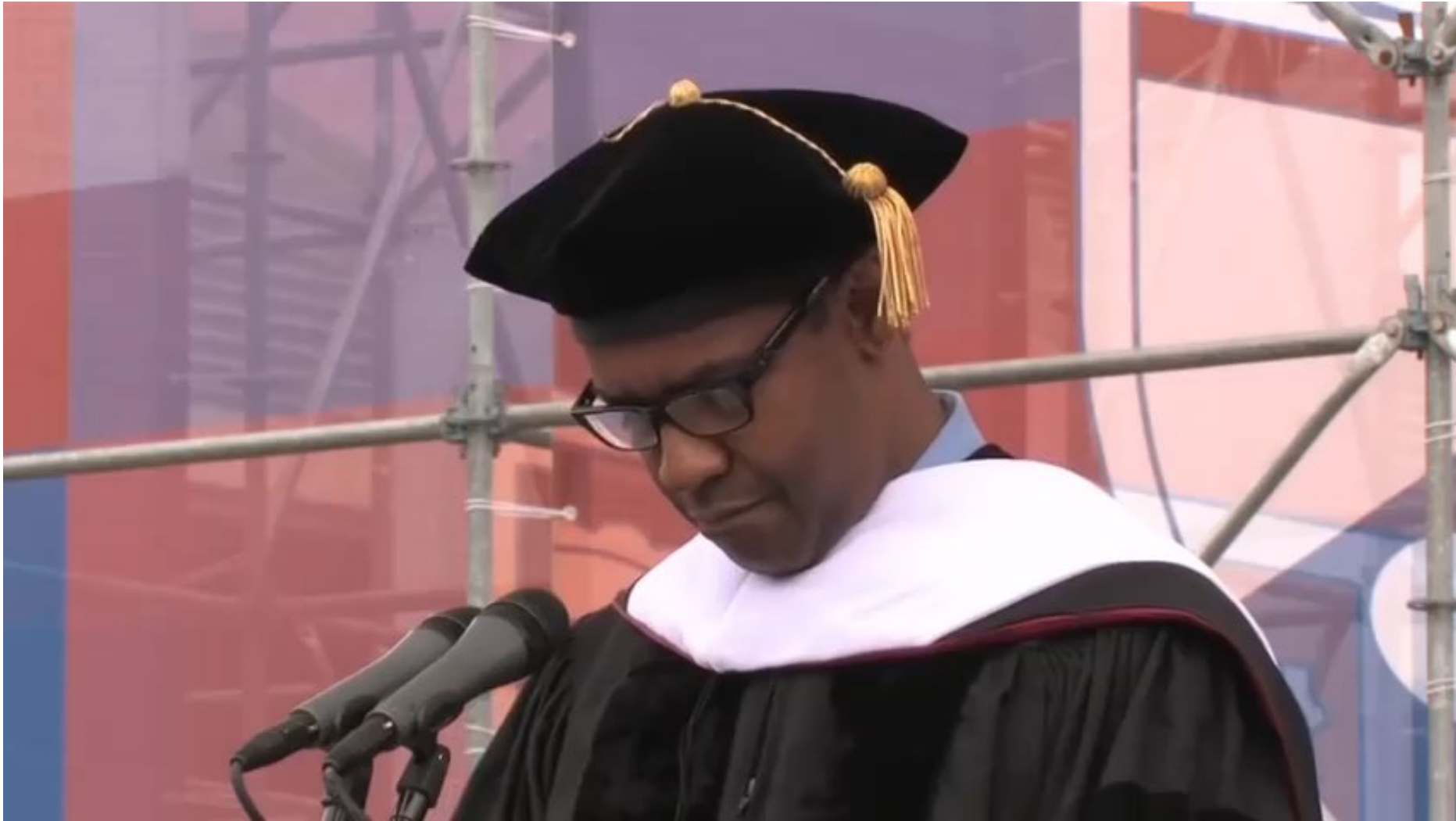
Dare to Show

Sharing is Caring



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# Growing Through Failing?



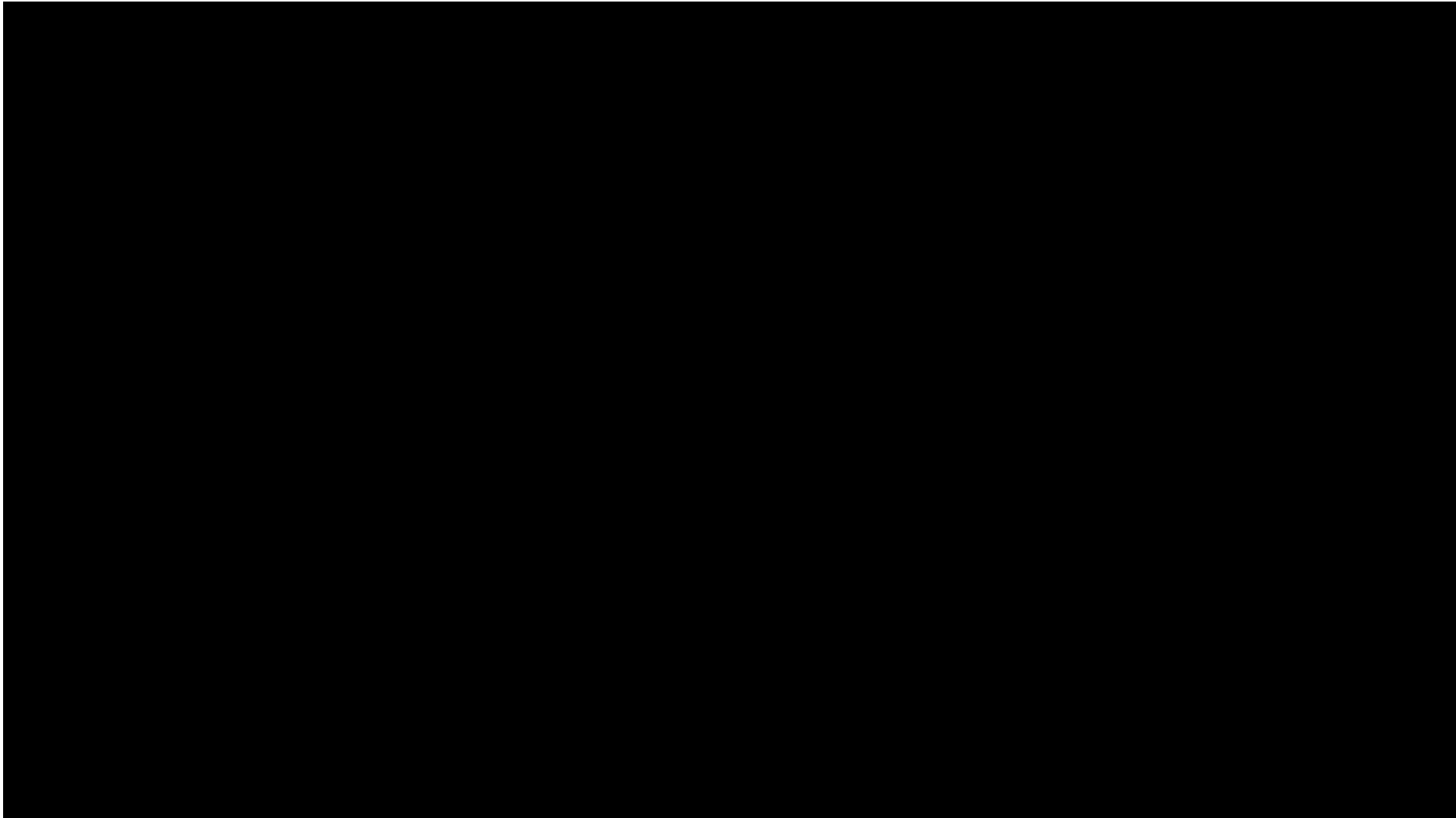
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# Inoculating Our Organizations

Triumphing over Toxicity

# Toxic to Hostile



"Seek first to understand, and  
then to be understood"

- Steven Covey

STEP 1- USE THESE



STEP 2- USE THIS



***REPEAT STEP 1 AS MANY TIMES AS NEEDED***



# Finding

# By

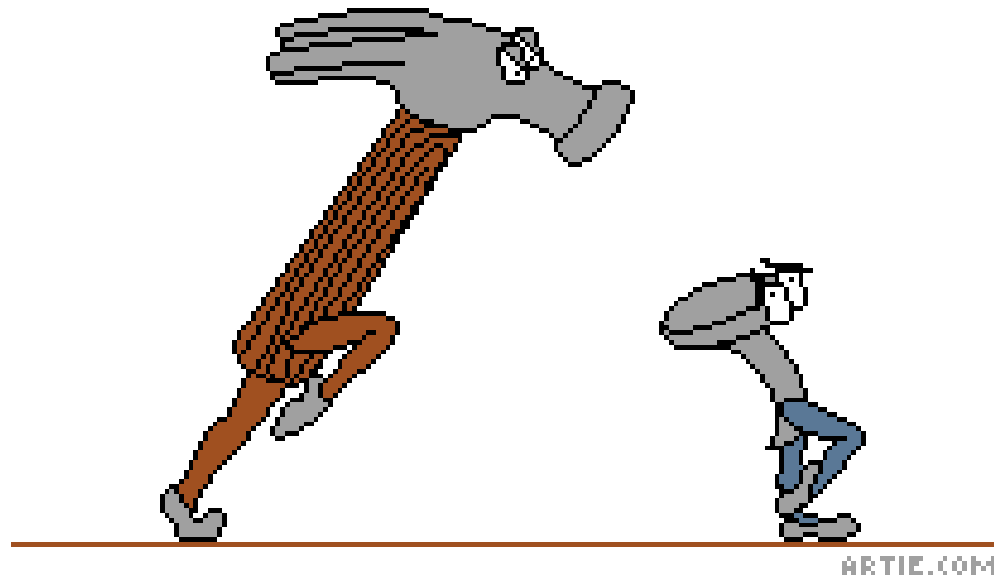
# Seeking

- Intentionally listen and appreciate one another's perspective
- Ask questions (if needed) to gain understanding
- Respond respectfully





*“I suppose it is tempting, if the only tool you have is a hammer, to treat everything as if it were a nail.” – Abraham Maslow*



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# Own the Change

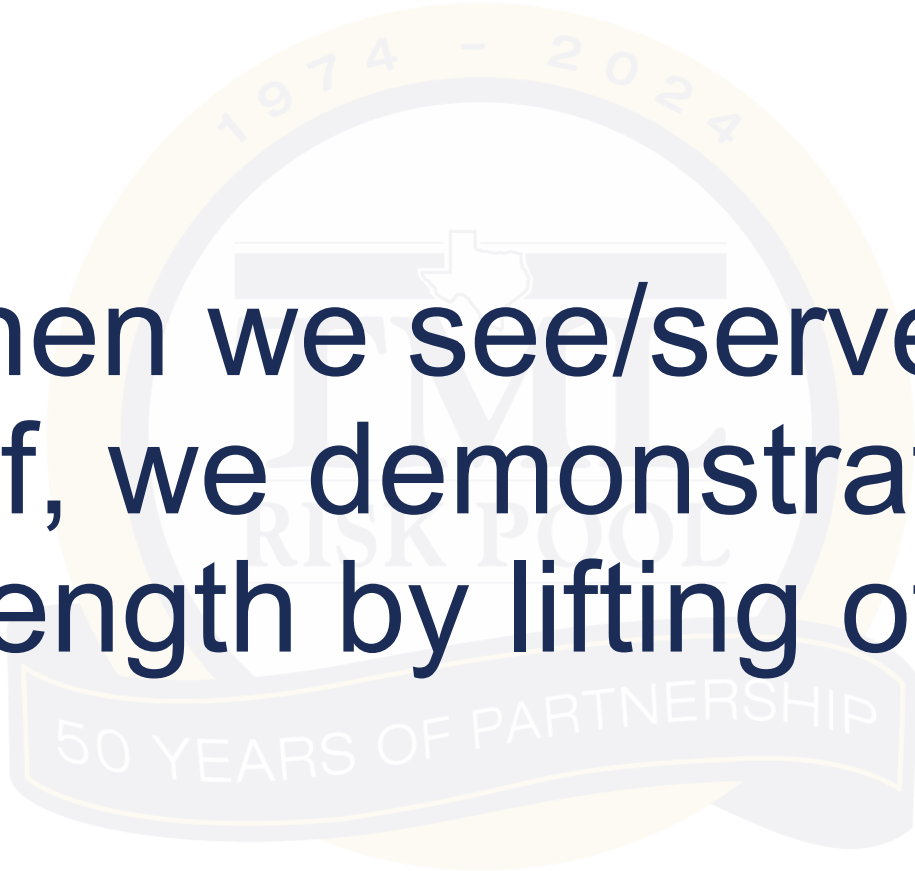
Everyone cherishes the illusion that you can somehow force someone else (to change) and not do it yourself – which would be lovely – but you can't.

*- Miss Manners*



# Weight of the World?

When we see/serve beyond  
self, we demonstrate our  
strength by lifting others up.





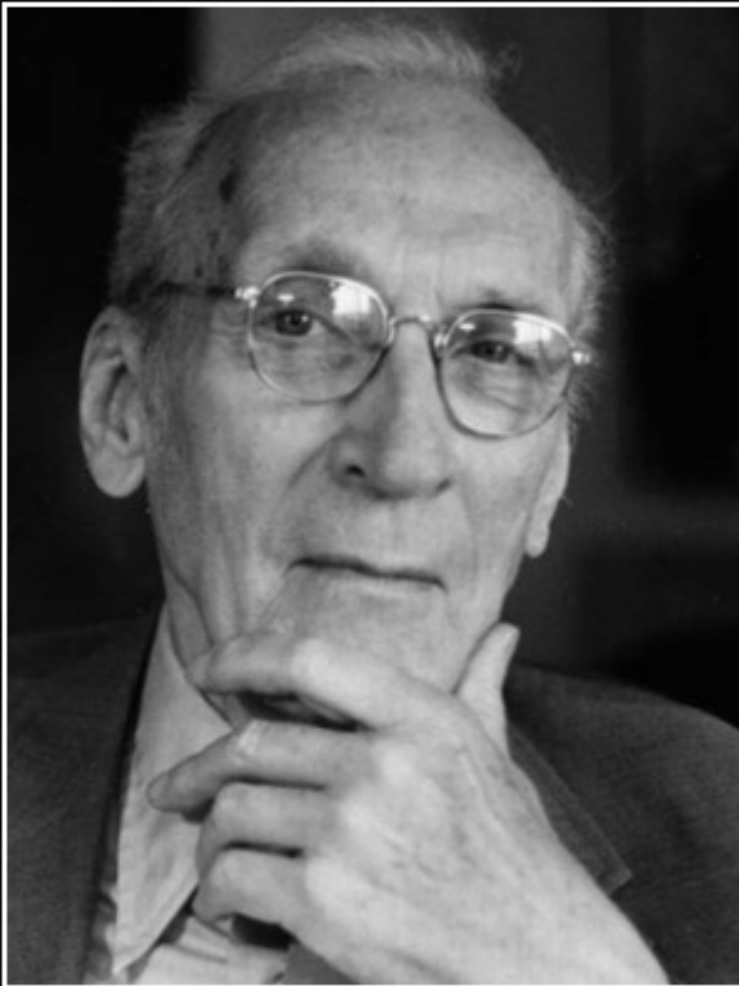


# 20 Things We Should Say More Often - Kid President

- 20 – *Thank you*
- 19 – *Excuse Me*
- 18 – *Here's a surprise corn dog*
- 17 – *I'm sorry*
- 16 – *I forgive you*
- 15 – *You can do it*
- 14 – *I have BBQ sauce on my shirt, too*
- 13 – *Please*
- 12 – *Everything is going to be ok*
- 11 – *You got me a corn dog, too?*
- 10 – *I don't know*
- 9 – *Tell people they're awesome and mean it*
- 8 – *Hello person I've never met before. Here's a high five*
- 7 – *My sports team isn't always the best sports team*
- 6 – *Nothing*
- 5 – *Funny noise*
- 4 – *I disagree with you, but I still like you as a person who is a human being and I will treat you like that because if I didn't it would make everything bad and that's what lots of people do and it's lame. It's ok to disagree but it's not ok to be mean.*
- 3 – *Sometimes you've just got scream*
- 2 – *Life is tough but so are you*
- 1 – *Something nice. If you can't think of something nice to say, you're not thinking hard enough.*



# Servant Leadership



The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is leader first.

— *Robert K. Greenleaf* —

AZ QUOTES



# RELISH THE PURSUIT

*“It is not in the pursuit of happiness we find fulfillment, it is in the happiness of pursuit.”*

*Denis Waitley*

*” Act as if what you do makes  
a difference. It does.”*

William James



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**Craig Barnes, IPMA -SCP**  
**[craig.barnes@tmplirp.org](mailto:craig.barnes@tmplirp.org)**  
**512-491-3412**

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