

Culture Enhancement

BUSINESS IMPROVEMENT

Culture Analysis and Transformation

The prevailing economic conditions demand robust business strategies that are designed to meet two goals; to help you survive the current challenges and to build capability to prosper in a reshaped world. In order to achieve this organisations need to have a clear corporate vision of where they are heading. The organisation's culture must be aligned with this vision. Managing culture is probably the single most important challenge for any chief executive today.

WHAT IS ORGANISATIONAL CULTURE?

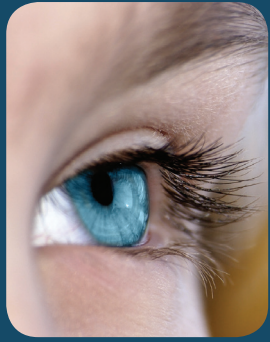
Organisational Culture can be defined as "the shared values, norms and expectations that govern the way people approach their work and interact with each other. "It is essentially how people believe they are expected to behave in order to 'fit in' and 'get ahead' within the organisation. Such behaviour is the result of many variables, but like all cultural based behaviour, it is learned. Culture therefore is how people have learned to behave within an organisation.

The culture is the foundation that all else is built upon including;

- how people perceive the division/team/organisation
- morale
- interpersonal relationships
- strategies for continuous improvement
- performance outcomes
- stress levels

OUR PROGRAMS

Thinkahead has developed a Culture Enhancement Program which not only measures an organisation's actual culture but also an organisation's cultural ideal. We use highly valid and reliable assessment tools such as the Organisational Culture Inventory (OCI) and the Organisational Effectiveness Inventory (OEI), which allows you to also compare and benchmark your organisation's culture to your industry.



THINKAHEAD[®]

We Specialise in

PSYCHOLOGICAL
SERVICES

CORPORATE
TRAINING

LEADERSHIP
DEVELOPMENT &
COACHING

PERFORMANCE
& WELLBEING
PROGRAMS

CULTURE
ENHANCEMENT

CONSULTING
SERVICES



THINKAHEAD[®]
www.thinkahead.com.au

Suite 5D, 5 Dee Why Parade, Dee Why NSW 2099

P: 1300 420 426 F: +61 2 9981 1948 E: info@thinkahead.com.au

“Thinkahead has worked with us across a number of different focus areas whether it be conflict management, culture or team development. Thinkahead has excellent relationship management skills, diagnostic skills and professional competency.”

Human Resources
Director

GlaxoSmithKline



CONTACT US TODAY

thinkahead.com.au

TELEPHONE

1300 420 426

THINKAHEAD®

TYPES OF CULTURE

The OCI measures three overall types of organisational cultures consistent with Satisfaction/Security and Task/People distinctions.

- **Constructive cultures** – which is characterised by norms that encourage Achievement, Self-Actualising, Humanistic-Encouraging and Affiliative thinking and behaviour. Members approach their work and interact with each other in ways that help them meet higher order satisfaction needs.
- **Passive/Defensive cultures** – which is characterised by norms that encourage Approval, Conventional, Dependent and Avoidance thinking and behaviour. Members approach their work and interact with each other in ways that will not threaten their own security.
- **Aggressive/Defensive cultures** – which is characterised by norms that encourage Oppositional, Power, Competitive and Perfectionistic thinking and behaviours. Members approach their work and interact with each other in ways that protect their status and security.

ASSESSMENT MEASURES

Our analysis focuses on the individual, group and organisational levels which directly relate to organisational culture. The OEI assesses the following categories:

At the Individual Member Level:

- Motivation
- Role clarity
- Job satisfaction
- Role conflict
- Intention to stay
- Role ambiguity
- Stress
- Person/role conflict

At the Team/Group Level:

- Co-operation
- Commitment to customer service
- Teamwork
- Decision making
- Trust
- Staff turnover
- Inter-group communication
- Efficiency

At the Organisational Level:

- Product quality
- Adaptability
- Customer service quality
- Reliability
- Sales growth/output
- Diversity and ethics
- Efficiency

Are you creating a culture that is aligned with your vision and corporate objectives? For further information on how we can add value to your organisation and your team please contact us today.

improving your business
improving your people