Leadership at All Levels
April 11, 2018
Our Culture Journey
CULTURE: the product of group VALUES & BEHAVIORS

ADRIAN GOSTICK, CULTUREWORKS
Identified behaviors to address our top Employee Engagement concerns

Communication & Feedback

Trust & Collaboration

Recognition & Development
### 2017 Leadership Day & 2018 Management Conference - Defined Our Desired Culture

<table>
<thead>
<tr>
<th>Sr. Leaders</th>
<th>Managers</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountable</td>
<td>Accountable</td>
<td>Accountable</td>
</tr>
<tr>
<td>Agile</td>
<td>Collaborative</td>
<td>Adaptable</td>
</tr>
<tr>
<td>Adaptable</td>
<td>Adaptable</td>
<td>Caring</td>
</tr>
<tr>
<td>Collaborative</td>
<td>Cutting-edge</td>
<td>Collaborative</td>
</tr>
<tr>
<td>Creative</td>
<td>Creative</td>
<td>Creative</td>
</tr>
<tr>
<td>Caring</td>
<td>Customer-focused</td>
<td>Customer-focused</td>
</tr>
<tr>
<td>Customer-focused</td>
<td>Forward-thinking</td>
<td>Forward-thinking</td>
</tr>
<tr>
<td>Data Driven</td>
<td>Respectful</td>
<td>Trustworthy</td>
</tr>
<tr>
<td>Transparent</td>
<td>Mission-driven</td>
<td>Team-oriented</td>
</tr>
<tr>
<td>Capable</td>
<td>Team-oriented/Trustworthy</td>
<td>Supportive</td>
</tr>
</tbody>
</table>
Challenge:

*Identify an improvement activity that produces at least a 1% change.*

- Dr. Kim Cameron, Ross School of Business
Criteria for a 1% Commitment

1. Under your control and you do not need permission to implement
2. Is practical and implementable
3. Will make a meaningful difference
1% Commitment Presentations

- Bobby Hewlett, Controller
  
  Recognizing the accomplishments of my team

- Alfreda Rooks, Director Community Health Services
  
  The Year of Living Positively
Recognizing the accomplishments of my team

Bobby Hewlett
The Year of Living Positively

Alfreda Rooks, MPA
The Year of Living Positively

Appreciation

Reflection

Gratitude
Based on what you heard, what can you do in your unit to create a culture change?
Leadership development is a process, not an event. It is a key strategic business priority. It is continuous.

michmed.org/yearoflearning

http://faculty.medicine.umich.edu/faculty-career-development/year-learning
Thank you!