



SURFACE TO SOUL

Live Well | Lead Well | Coach Well

15 Ways to Improve Staff Culture

- 1 | **COMMUNICATE YOUR VISION & VALUES OFTEN.** Recite them with members often.
- 2 | **ESTABLISH CLEAR ROLES & GOALS.** Goals should be specific, measurable, achievable, relevant, and timely.
- 3 | **ORGANIZE QUARTERLY OFF-SITES.** Use the time to brainstorm, play, learn, dream, and address key issues.
- 4 | **RECOGNIZE CULTURE IN ACTION.** List ways core values been displayed throughout the office this month.
- 5 | **CELEBRATE THE WINS.** Create a weekly email blast that lists the "Things to Celebrate."
- 6 | **HIRE, TRAIN, AND CONNECT WELL.** Create systems to support good hiring, on-boarding, and befriending.
- 7 | **CHOOSE WHAT YOU SAY CAREFULLY.** Confront privately. Praise publicly and in writing.
- 8 | **ENCOURAGE MORE THAN CORRECT.** Note people's achievements and specific contributions.
- 9 | **BE TRANSPARENT.** Be clear with your vision. Let your team in on your thought process.
- 10 | **DO NOT ALLOW GOSSIP OR NEGATIVITY.** Don't just refrain from gossip; terminates it.
- 11 | **PROVIDE OPPORTUNITIES FOR GROWTH.** Provide funding and pathways for ongoing development.
- 12 | **ASK QUESTIONS, RATHER THAN OFFERING SOLUTIONS.** Avoid being a "fixer." Help people find solutions.
- 13 | **EXPECT INDIVIDUALS TO OWN THEIR ISSUES & SOLUTIONS.** Be a sounding board for your team.
- 14 | **ALLOW TEAM MEMBERS TO EXPERIMENT & RISK FAILURE.** Invite staff to identify a pilot project to test.
- 15 | **FOLLOW UP AFTER SUCCESSES & FAILURES.** Reflect on your results. Rethink what's possible. Reinvent!

REFLECTIONS

1. Which tips listed above are worth "trying on" in our ministry setting?
2. What tips (not listed above) would you offer to improve our staff culture?
3. What's preventing your staff culture from thriving?
4. What's one improvement you could pilot this week or this month?



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