YAMHILL COUNTY HUMAN RESOURCE ASSOCIATION

CERTIFICATE OF COMPLETION AND ATTENDANCE

YCHRA
YAMHILL COUNTY
HUMAN RESOURCE ASSOCIATION

Creating a Culture of High Trust

PRESENTED BY

Suzi Alligood, SPHR, SHRM-SCP
Xenium HR

May 11, 2017
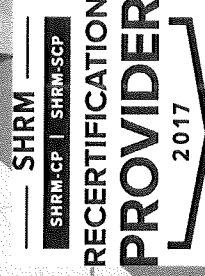Linfield College

SHRM
SHRM-CP | SHRM-SCP
RECERTIFICATION
PROVIDER
2017

YCHRA Representative

Attendee

YCHRA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPsm or SHRM-SCPsm
Activity ID:17-DO3N7

Yamhill County Human Resource Association

May Meeting Announcement

Date & Time: **May 11, 2017, 7:45am – 9:30am**
7:45 am – 8:00 am Registration & Networking
8:00 am – 9:30 Program

Location: Linfield College, **Melrose Hall, basement level – Jonasson Hall** (see attached map)

Price: FREE

RSVP: rebecca@westhillshealthcare.com
Please RSVP (if possible) by May 5th, 2017

Sponsor:

HAGAN HAMILTON
insurance services

Program Description: "Creating a Culture of High Trust"

Speaker: Suzi Alligood, Director of Learning & Organizational Development, Xenium

Culture has become a business and organizational priority, as opposed to just an HR issue. It is a key focus for executives simply because high trust workplaces yield favorable results, including increased value, growth, innovation, employee engagement and retention.

In this session, participate in thoughtful discussion to understand the impact of trust on organizational performance, including your role in influencing and contributing to a high trust culture.

About the speaker:

A valued member of Xenium's Senior Leadership team, Suzi gives clients the guidance they need to be better employers. With over 18 years of experience in human resource management, Suzi has provided her expertise to clients across a wide range of industries, including manufacturing, nonprofit, retail and professional services. As Director of Learning and Organizational Development, Suzi oversees Xenium's training and development programs, providing consultation and workshops for business owners, managers and human resource professionals throughout the Northwest.

Topic: Creating a Culture of High Trust
Date: 5/11/2017
Speaker: Suzi Alligood

Todays Topic

Fair	0
Good	2
Excellent	12

Todays Presenter

Fair	0
Good	1
Excellent	13

Comments for Speaker

"Thank you so much! I've been wanting to learn more and I did. I'd love to stay in touch!"
"Excellent topic and speaker!"
"Very interactive, loved it!"
"Great! Wonderful!"
"Great knowledge presented with good eye contact; thanks for using mic off stand"

Relevancy to current position

Fair	0
Good	2
Excellent	11

Applicability to development

Fair	0
Good	1
Excellent	12

Quality of info presented

Fair	0
Good	2
Excellent	11

Quality/organization handouts

Fair	0
Good	4
Excellent	9

Did you learn anything new

Yes	13
No	0

Take Aways

"Topics of coaching materials for my managers"
"How to develop & nuture workplace cultures; the importance of establishing core values & strategic planning"
"Foundational elements of culture and trust. How to build it and what to notice."
"monthly employee meetings - employee rubs"
"steps to building"

"interview questions tied to culture"
"using my existing position & respons' to influence team building"

Quality of meeting facility

Fair	0
Good	2
Excellent	10

Quality of Food

Fair	0
Good	3
Excellent	9

Comments

"Big thank you to Hagan Hamilton"
"Thank you!"
"Thanks to HR - Linfield for mgmt notice"
"thanks to my supervisor for sending me"

Future topic/presenter suggestions

Legislative Update (After 2017 session ends)
Transgender issues in the workplace

Creating a High Trust Culture

Yamhill County Human Resource Association

Suzi.Alligood@XeniumHR.com
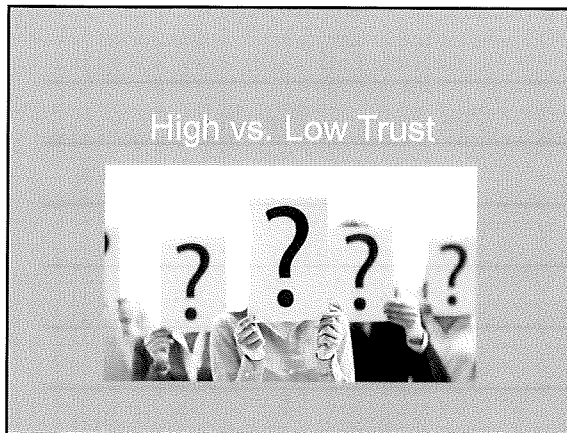May 11, 2017

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- Understand the impact of trust in your organization

- Recognize how we as HR leaders can contribute to a culture of trust & accountability

- Identify opportunities to develop your desired leadership, culture, and overall effectiveness

OBJECTIVES   xenium

How is **Asking for Help** perceived in your organization?

Slide 1: High vs. Low Trust

Slide 2

Trustworthy
I can
Count on
you

Genuine
concern
for others

Respect

Credibility

— to organization
follow thru
what are we trying to
accomplish

ORGANIZATIONAL
TRUST
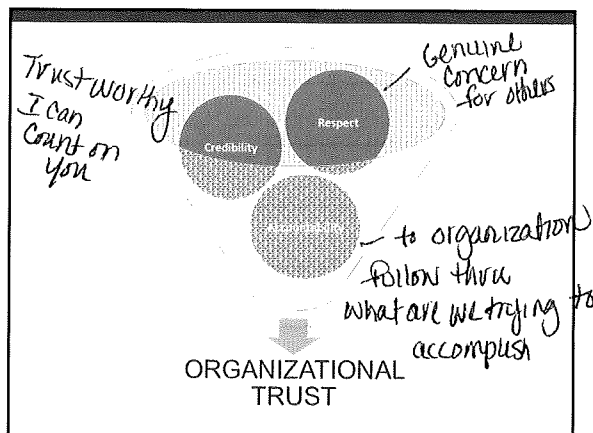
Notes: Any Leader has impact

Slide 3: CREDIBILITY

4 CORES
- Integrity
- Intent
- Capabilities
- Results

The Speed of Trust
Stephen M.R. Covey

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Notes: Stephen Covey "Speed of trust" recommended read

Slide 1: RESPECT

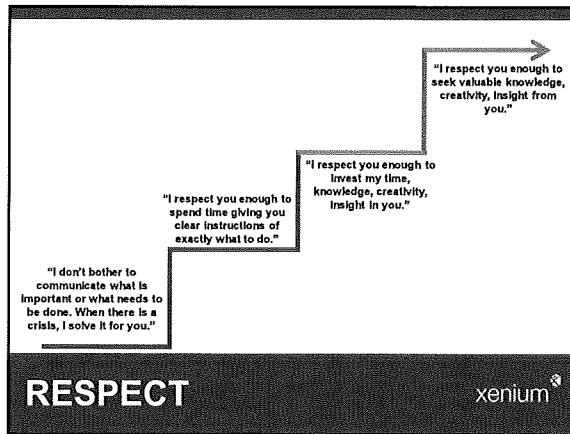"I respect you enough to seek valuable knowledge, creativity, insight from you."

"I respect you enough to invest my time, knowledge, creativity, insight in you."

"I respect you enough to spend time giving you clear instructions of exactly what to do."

"I don't bother to communicate what is important or what needs to be done. When there is a crisis, I solve it for you."

RESPECT xenium

Handwritten notes:
Learner / Collaborator

The higher up - the better leader

Slide 2: ACCOUNTABILITY

FIGURE 1: LACKING ACCOUNTABILITY

The 2014 Workplace Accountability Study reveals a widespread accountability void that has negative but reversible consequences.

ABYSMAL ALIGNMENT	LEADERSHIP, NOT LEADING	NO KNOW HOW	"WE'RE DOOMED!"
93%	85%	84%	More than 70%
of employees don't really understand what their organization is trying to accomplish in order to align with their own work. Source: Partners in Leadership, 2014	of leaders aren't defining what their people should be working on — and an equal number of employees crave clarity.	of the workforce describes itself as "trying but failing" or "avoiding" accountability, even when employees know what to fix.	of those surveyed were extremely pessimistic about the viability of their understanding of their organization's key measures

ACCOUNTABILITY xenium

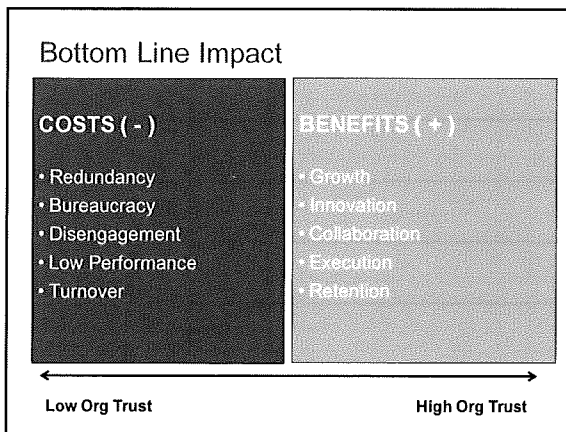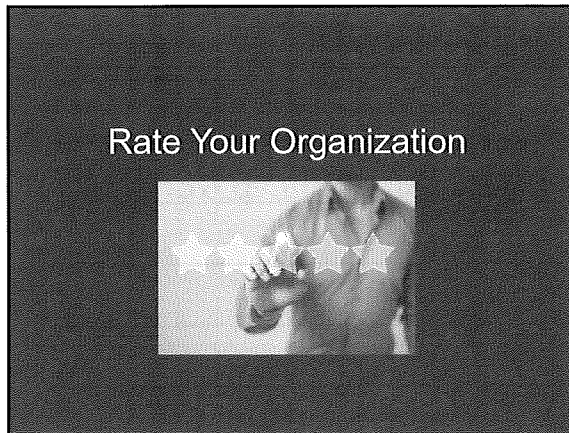*Handwritten notes:*
Low accountability leads to mistrust

no key measurement of success

HR can impact with performance management tools

Slide 3: Bottom Line Impact

COSTS (-)	BENEFITS (+)
• Redundancy	• Growth
• Bureaucracy	• Innovation
• Disengagement	• Collaboration
• Low Performance	• Execution
• Turnover	• Retention

Low Org Trust ←→ High Org Trust

Rate Your Organization

See Survey

Culture Development

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Interview Q's

ie How do you connect with people who are different than you?

Who Owns Culture?

- Must have founder/exec buy-in

- What if you don't have support from leadership?

- HR has key opportunity in leading & developing culture

OWNERSHIP = ♡ X 🎯

core   influence

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Culture Development

- Clarify the Vision

  VISION

- Hone and Define Core Values

  CORE VALUES

- Integrate Values into People Practices

  INTEGRATE

- Evaluate Results & Impact

  EVALUATE

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Process Step: Clarify the Vision for Culture

Purpose
- Identify Current and Desired Culture
- Confirm and articulate the organization's purpose and leadership's vision for culture
- Set the stage for steering committee's core values work

VISION

CORE VALUES

INTEGRATION

EVALUATION

Contributors: Executive Leadership

Owners: Exec Leadership, Facilitator

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Process Step: Hone & Define Core Values

Purpose
- Develop set of core values aligned with leadership's vision and the employee experience
- Define key actions or behaviors consistent with values
- Instill ownership and inspire individuals to strive to live up to the guiding principles they help create

VISION

CORE VALUES

INTEGRATION

EVALUATION

Contributors: Steering Committee

Owners: Leadership, Facilitator

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Strategically choose committee members

Process Step: Integrate Values

Purpose
- Create alignment between HR/People practices and core values, expectations and desired behaviors
- Influence shared accountability for performance and desired culture

Contributors: Leadership, HR, Steering Committee

Owners: HR, Leadership

VISION

CORE VALUES

INTEGRATION

EVALUATION

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Process Step: Evaluate Results & Impact

Purpose
Measure and evaluate impact of culture initiative on recruitment, employee engagement and employee retention

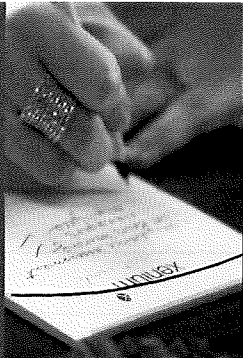Contributors: Recruiting, HR, Leadership

Owners: HR

VISION

CORE VALUES

INTEGRATION

EVALUATION

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Review & Takeaways

- Identify the impact of trust/culture (metrics, bottom line impact)
- Use your influence to gain leadership support
- Develop, measure and improve HR programs that are aligned with and reinforce your core values
- Educate supervisors/managers on engaging employees through respect, credibility and accountability

Leadership training is essential.