



The Secrets To Creating Positive Change

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COO & Co-Founder

THE SECRETS TO CREATING POSITIVE CHANGE

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My background:

- Video game industry
- MA in Spiritual Psychology



THE SECRETS TO CREATING POSITIVE CHANGE

Today's Focus:

- Culture
- Engagement
- Lasting Change - New Habits

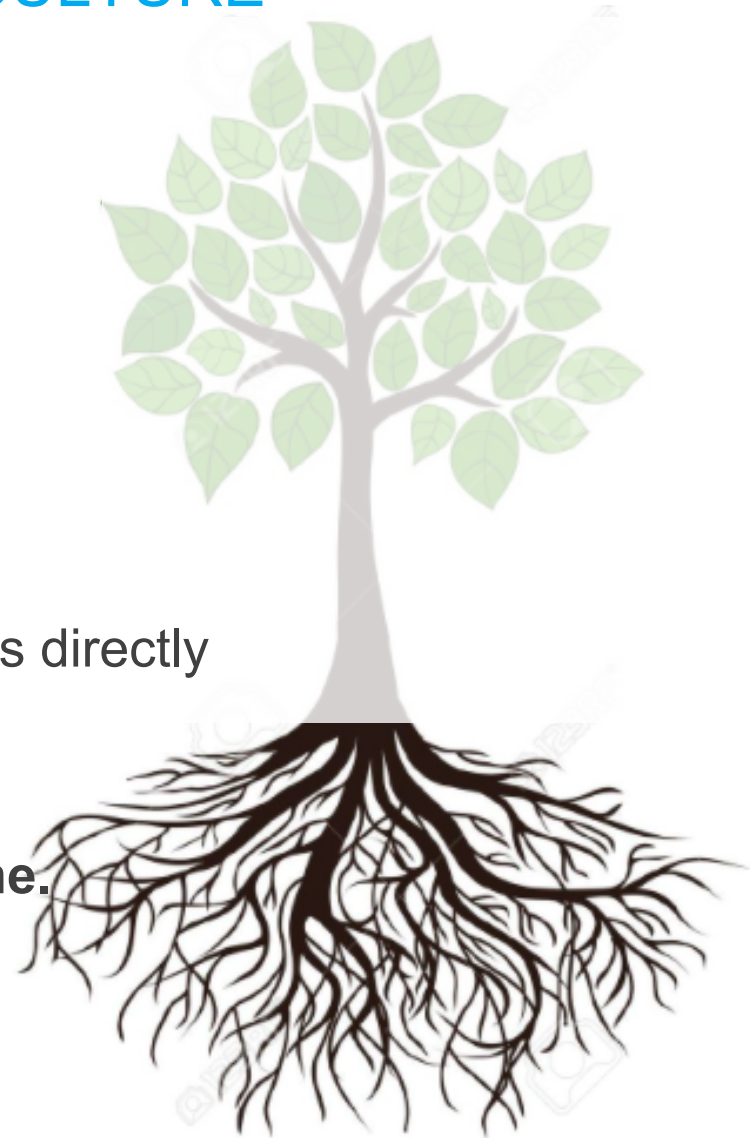


THE BENEFITS OF A POSITIVE CULTURE

- Retention
- Attraction of Top Talent
- Productivity
- Sales Growth
- Innovation
- Teamwork
- Communication...

Every element of a healthy organization is directly related to culture.

Positive Culture is the New Bottom Line.





Forbes:

50% of CEO's rate **culture, employee engagement & talent retention** as URGENT issues

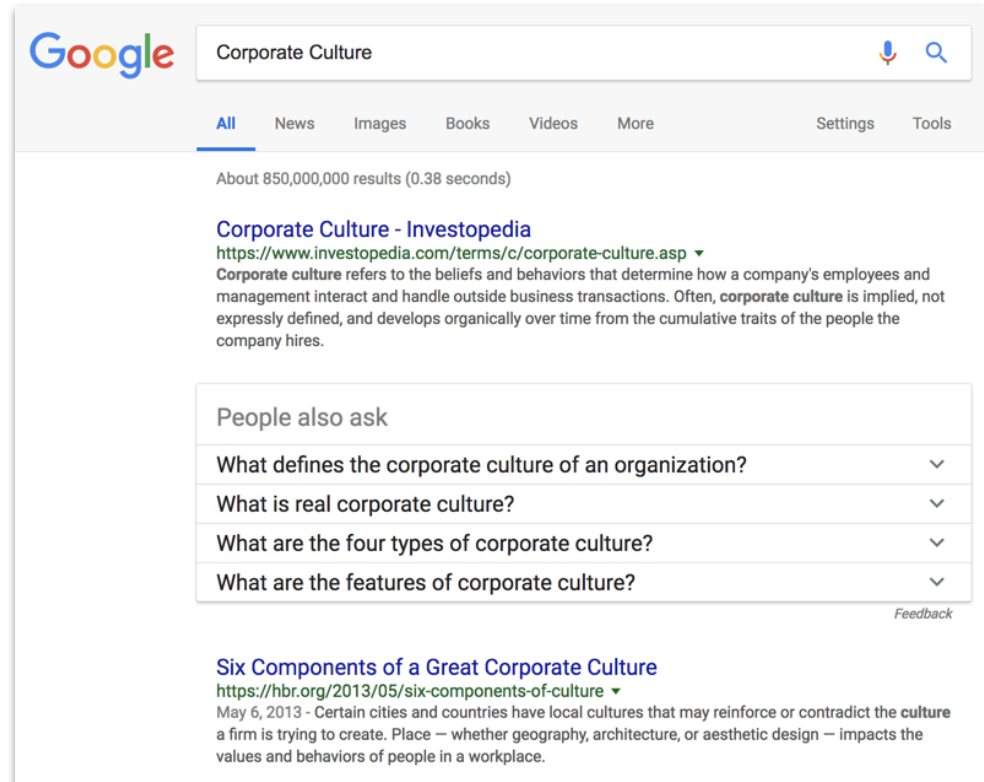
Glassdoor:

Companies with positive culture outperform S&P 500 by 122%

CULTURE DEFINED

“**Corporate culture** refers to the beliefs and behaviors that determine how a company's employees and management interact and handle outside business transactions.

Often, corporate culture is implied, not expressly defined, and develops organically over time from the cumulative traits of the people the company hires.”



Google Corporate Culture

All News Images Books Videos More Settings Tools

About 850,000,000 results (0.38 seconds)

Corporate Culture - Investopedia
<https://www.investopedia.com/terms/c/corporate-culture.asp> ▼
 Corporate culture refers to the beliefs and behaviors that determine how a company's employees and management interact and handle outside business transactions. Often, corporate culture is implied, not expressly defined, and develops organically over time from the cumulative traits of the people the company hires.

People also ask

- What defines the corporate culture of an organization? ▼
- What is real corporate culture? ▼
- What are the four types of corporate culture? ▼
- What are the features of corporate culture? ▼

[Feedback](#)

Six Components of a Great Corporate Culture
<https://hbr.org/2013/05/six-components-of-culture> ▼
 May 6, 2013 - Certain cities and countries have local cultures that may reinforce or contradict the culture a firm is trying to create. Place — whether geography, architecture, or aesthetic design — impacts the values and behaviors of people in a workplace.

CULTURE DEFINED

“Often, corporate culture **is implied, not expressly defined,** and **develops organically over time** from the cumulative traits of the people the company hires.”



CULTURE **DEFINED**

Can you imagine if:

Sales - Product development - Marketing - Financial forecasting

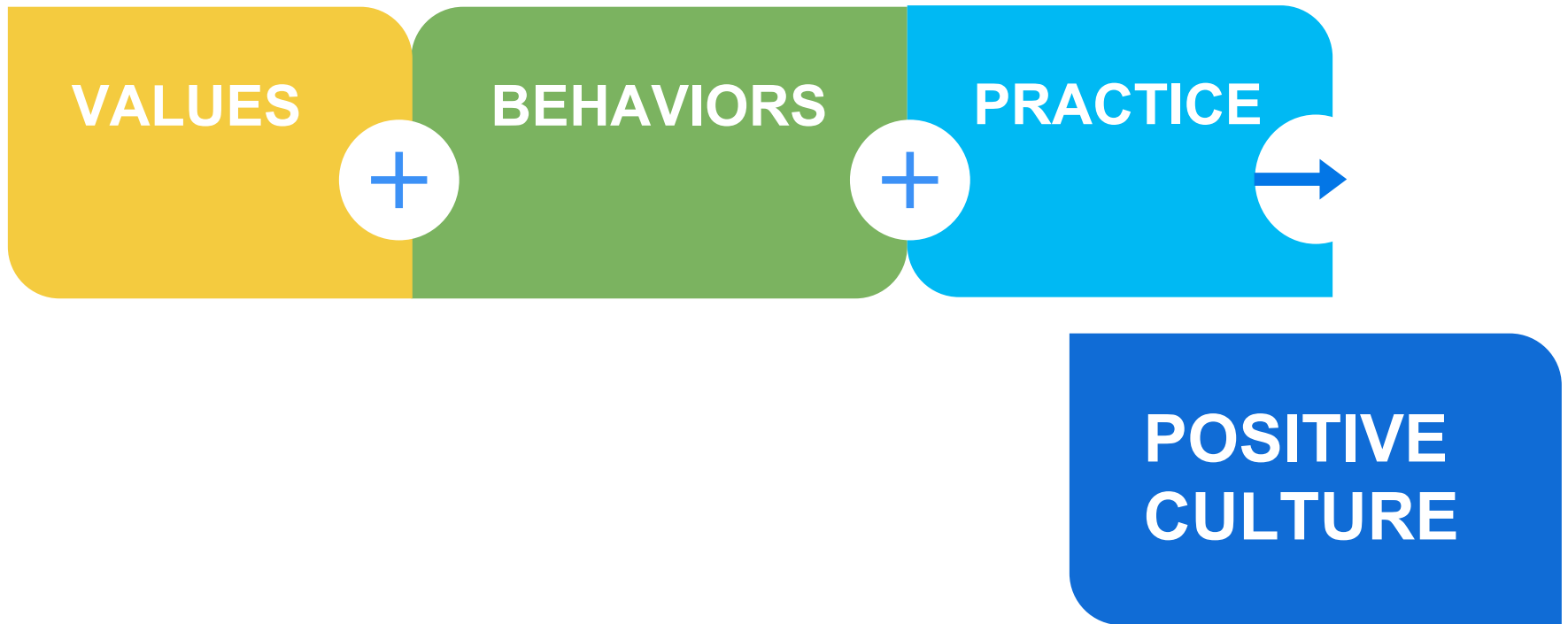
... were not expressly defined.

... allowed to develop organically over time.

We need to treat culture like any other crucial part of our business.

THE FORMULA **TO CREATE A POSITIVE CULTURE**

It's actually pretty simple.



CULTURE **DEFINED**

Core Values:

- A company's culture starts with it's values
- Can't just be a plaque on the wall



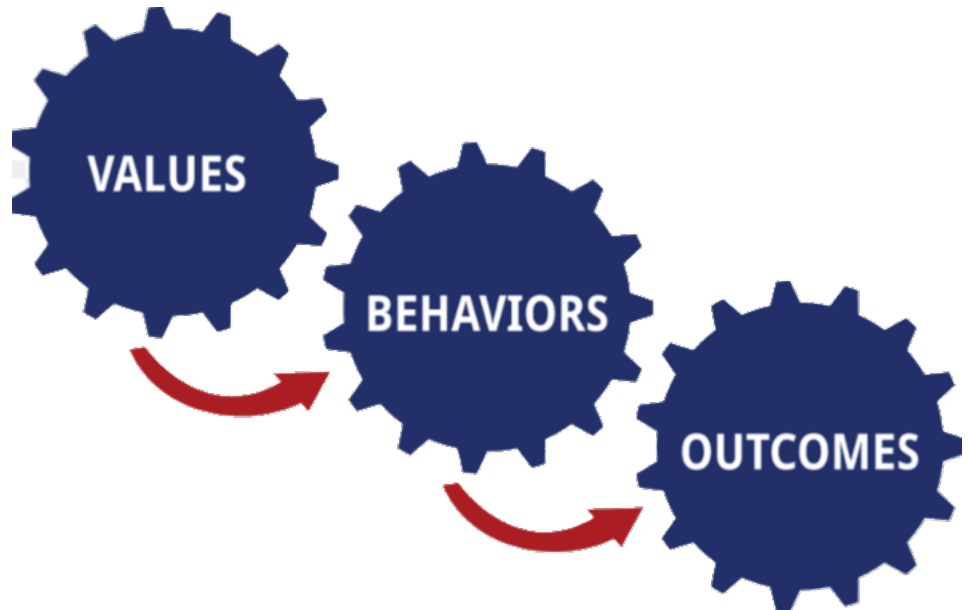
CULTURE **DEFINED**



THE FORMULA: VALUES to BEHAVIORS

Values must be defined by behaviors...

- **Understandable** and **Actionable**
- **Simple** and **Clear**



CULTURE DEFINED

Our values	Our behaviours. How we are with patients, families, carers and colleagues.	
	We will	We will not
caring for each other in every human contact in all of our communities and each of our hospitals.		
Friendly, helpful, attentive and welcoming	<ul style="list-style-type: none"> • Be approachable, smiling, offer warm welcomes • Be helpful, attentive to others' needs; do the little things that make the difference; be prepared to go the extra mile 	<ul style="list-style-type: none"> • Be moody, impatient, rude or abrupt • Ignore people; be too busy to help or have an "it's not my job" attitude
See people as individuals, do the right thing for every person, treat people with dignity and respect	<ul style="list-style-type: none"> • Be sensitive, thoughtful and flexible about how to meet the needs of each person • Protect others' dignity and privacy, and take action when you see these being undermined 	<ul style="list-style-type: none"> • Make assumptions about others' needs, preferences or abilities; ignore individual needs • Be disrespectful; dismissive, undermining, bullying or intimidating
Kind, compassionate, patient and empathetic	<ul style="list-style-type: none"> • Put yourself in others' shoes and treat them as you would wish to be treated • Be calm, patient, reassuring; put people at ease 	<ul style="list-style-type: none"> • Neglect people; allow people to suffer unnecessary discomfort or distress • Be insensitive; make people feel like a nuisance
working together as patients, families, carers, staff and communities so we always put patients first.		
Communicate openly, honestly and explain things clearly	<ul style="list-style-type: none"> • Listen closely to what is being said • Be open, honest and clear; speak in a language which people understand • Let people know what's happening now and next • Check the person understands what you're saying 	<ul style="list-style-type: none"> • Use jargon or over-complicated language and assume people understand • Leave others confused or with unanswered questions and concerns
Listen, understand, involve, and value everyone's contribution	<ul style="list-style-type: none"> • Consider others' views; and include people (patients, carers, colleagues) in decisions about things that affect them • Appreciate others, be supportive and say 'thank you' 	<ul style="list-style-type: none"> • Ignore other peoples' opinions, concerns, ideas or contributions; exclude or talk over people • Not take the time to ask questions or find out more • Let others down; take other people and their efforts for granted
Open to and act on feedback and speak up	<ul style="list-style-type: none"> • Always speak up when you see poor behaviour or unsafe practice • Give constructive feedback; and be open to, and act on, feedback yourself 	<ul style="list-style-type: none"> • Walk past unsafe practice or ignore poor behaviour • Reject or not learn from feedback • Blame or criticise others and not consider how you could improve
always improving so that we are at our best for every patient and for each other.		
Safe, positive, seek out learning and continually develop	<ul style="list-style-type: none"> • Be vigilant about safety and risk; never turn a blind eye • Look for opportunities to learn; enthusiastically share ideas and actively seek solutions and ways to improve 	<ul style="list-style-type: none"> • Be negative; cut corners; cover up mistakes; ignore evidence; accept poor standards • Be obstructive or resistant to change; use negative body language like eye-rolling or sighing
Professional, responsible and hold each other to account	<ul style="list-style-type: none"> • Be accountable for your own behaviour, and hold others to account; keep promises • Be positive, a role model and inspirational to others 	<ul style="list-style-type: none"> • Leave notes and documentation incomplete • Accept second best; pass the buck; avoid responsibility and have to be chased by others • Complain about work to patients
Efficient and timely	<ul style="list-style-type: none"> • Actively find ways to reduce delays and waste; join up services for others • Plan ahead, be prompt, organised and responsive; value others' time 	<ul style="list-style-type: none"> • Ask others to take on too much; set unrealistic expectations and pass on stresses • Avoid change 'because we've always done it this way' • Keep people waiting unnecessarily

CULTURE DEFINED

Values	Behaviours
Aspiration	<ul style="list-style-type: none"> • <i>Setting and achieving ambitious goals</i> • Striving for excellence • <i>Being proactive</i> • <i>Promoting employee engagement and well-being</i>
Confidence	<ul style="list-style-type: none"> • Recognising and celebrating success • <i>Speaking up for ourselves</i> • Leading the way • <i>Encouraging open dialogue</i>
Creativity	<ul style="list-style-type: none"> • Being curious and challenging • Being willing to take risks • <i>Imagining the future</i> • <i>Thinking differently</i>
Professionalism	<ul style="list-style-type: none"> • Putting students and stakeholders first • Doing a good job first time • <i>Respecting others and treating everyone fairly</i> • <i>Acting in the interests of the university</i>
Responsibility	<ul style="list-style-type: none"> • <i>Contributing to our internal and external communities</i> • Fostering a positive attitude to the environment • Maintaining an appropriate work-life balance • Working and studying ethically

ENGAGEMENT



The 4 Key Elements to Creating a Positive Culture

THE FOUNDATION or ROOTS OF ENGAGEMENT

1. Feeling ***valued***
2. Feeling ***connected***
3. ***Contributing*** to the whole and making a difference
4. ***Growing*** personally and professionally year over year

LASTING CHANGE

YOUR PLAN **MUST BE ONGOING**

Intention vs. A Sustainable Plan

My Workout Schedule

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	All Day Workout					

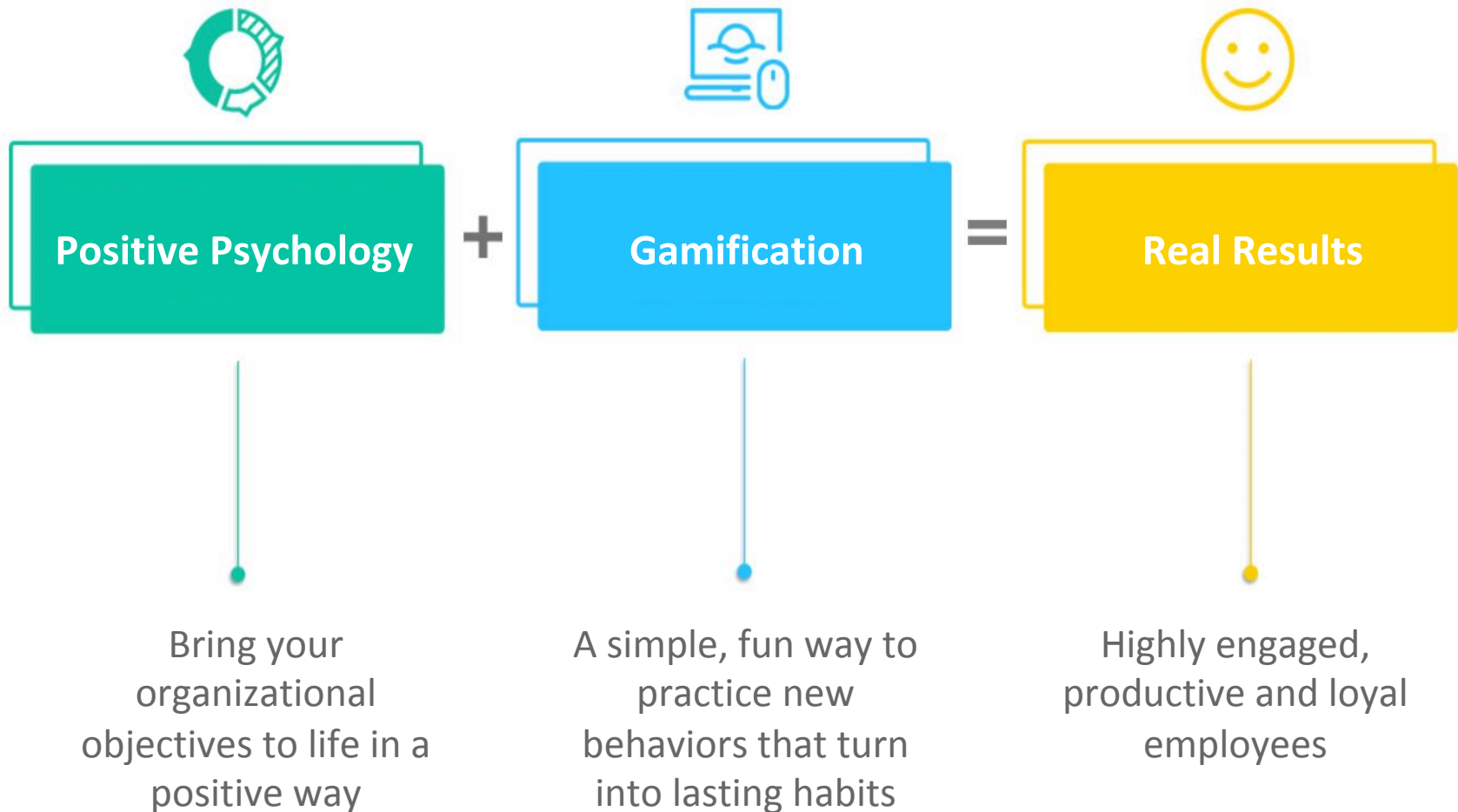
www.workout-calendar.com

YOUR PLAN **MUST BE ONGOING**

Intention vs. **A Sustainable Plan**

MONTH 1							
WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	FIT TEST	PLYOMETRIC CARDIO CIRCUIT	CARDIO POWER & RESISTANCE	CARDIO RECOVERY	PURE CARDIO	PLYOMETRIC CARDIO CIRCUIT	OFF
WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	CARDIO POWER & RESISTANCE	PURE CARDIO	PLYOMETRIC CARDIO CIRCUIT	CARDIO RECOVERY	CARDIO POWER & RESISTANCE	PURE CARDIO & CARDIO ABS	OFF
WEEK 3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	FIT TEST	PLYOMETRIC CARDIO CIRCUIT	PURE CARDIO & CARDIO ABS	CARDIO RECOVERY	CARDIO POWER & RESISTANCE	PLYOMETRIC CARDIO CIRCUIT	OFF
WEEK 4	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	PURE CARDIO & CARDIO ABS	CARDIO POWER & RESISTANCE	PLYOMETRIC CARDIO CIRCUIT	CARDIO RECOVERY	PURE CARDIO & CARDIO ABS	PLYOMETRIC CARDIO CIRCUIT	OFF

THE ENDGAME: FORMING NEW HABITS

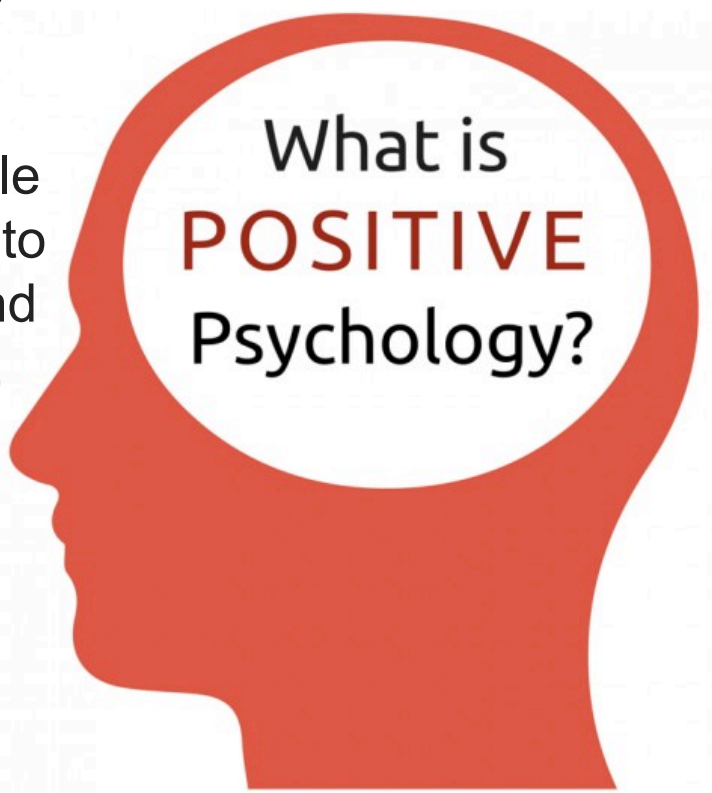


POSITIVE PSYCHOLOGY

DEFINITION

Positive Psychology is the scientific study of the strengths that enable individuals and communities to thrive.

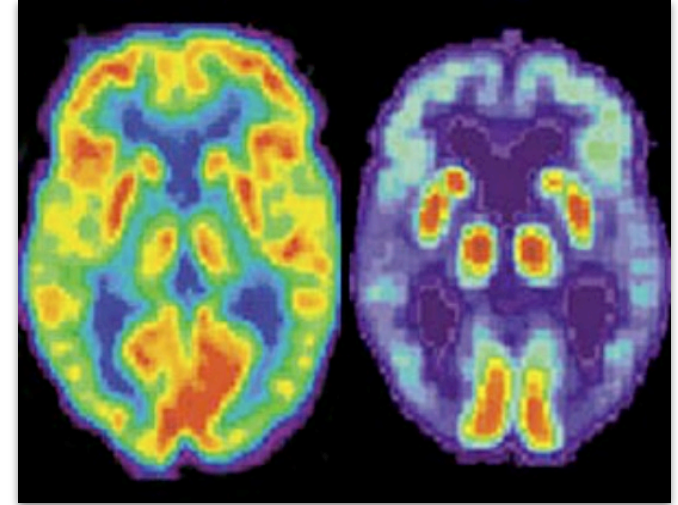
The field is founded on the belief that people want to lead meaningful and fulfilling lives, to cultivate what is best within themselves, and to enhance their experiences of love, work, and play.



What is
POSITIVE
Psychology?

THE BRAIN ON POSITIVE

The brain at positive is proven to improve every single business outcome.



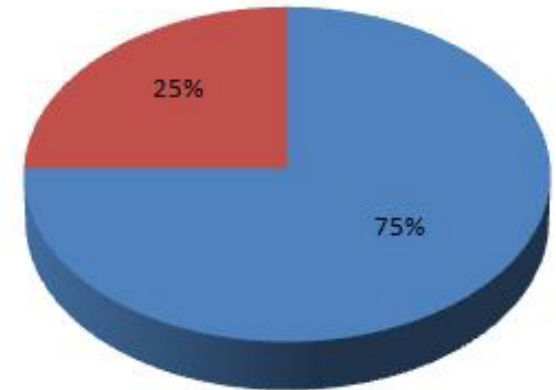
Sales	+ 37%
Profit	+ 21%
Productivity	+ 31%
Accuracy	+ 20%
Increased energy	+180%

SUCCESSFUL PEOPLE = SUCCESSFUL COMPANIES

Successful companies are comprised of successful people.

- Only **25%** of an employee's career success is determined by what he/she knows.

(Technical skills)



- However, **75%** of an individual's career success is predicted by:

- Optimism Level/Attitude
- Social Support/Relationships
- Ability to see stress as a challenge rather than a threat

(Personal skills)

GAMIFICATION

What is **gamification**?

DEFINITION:

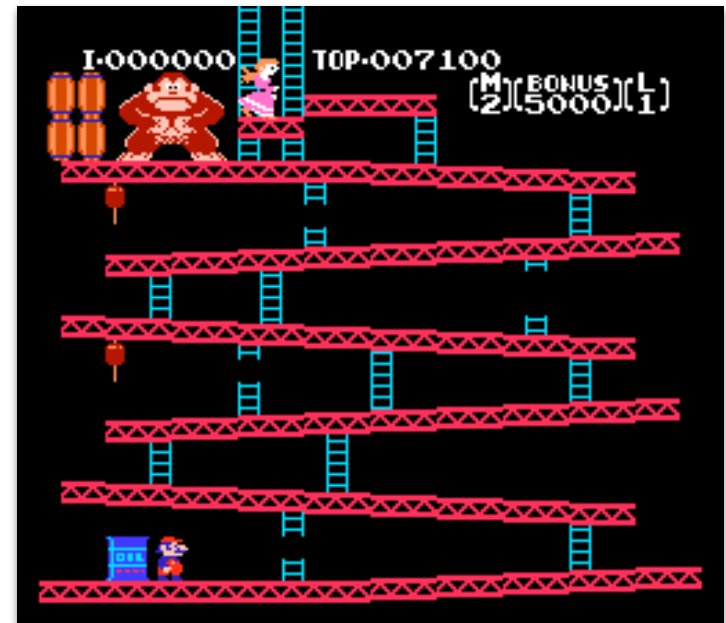
The application of typical elements of game playing (e.g., point scoring, competition with others, rules of play) to other areas of activity.



GAMIFICATION

There are **seven main elements** that activate different centers of our brain.

1. Measuring progress
2. Multiple short and mid-range goals
3. Rewarding all effort
4. Feedback
5. Elements of uncertainty
6. Social Status
7. Social Connection



PUTTING THE TOOLS INTO PRACTICE

What are ways of using these tools in your day to day?

Take small actions daily

Simple and short is okay!

- Doesn't have to be time consuming
- Doesn't need to be big

Other powerful methods to shift your mind:

- One focused action a day
- Inspirational Quote
- Small Wins
- Daily Gratitude



EXERCISE: BUILDING A POSITIVE MINDSET

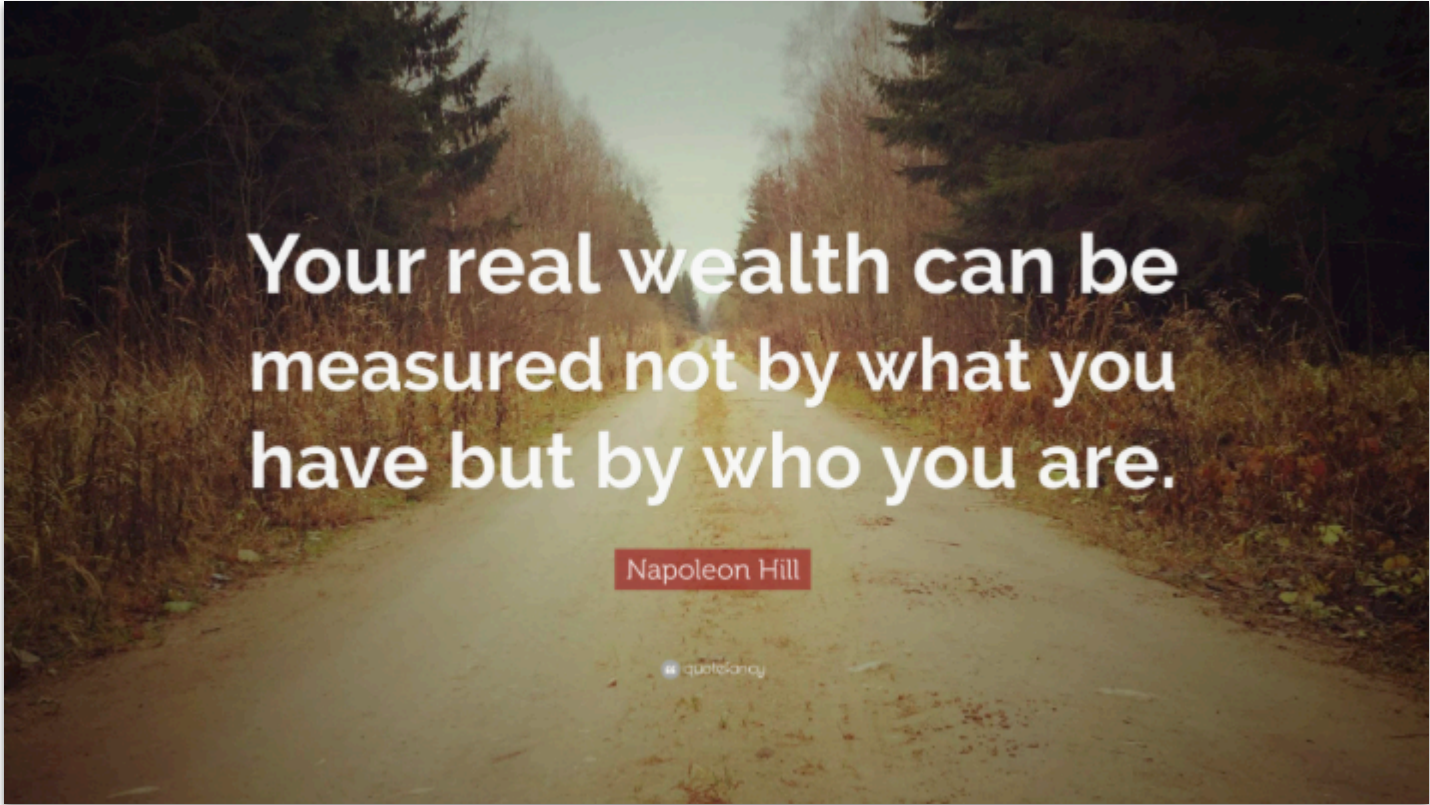
**“Your attitude,
not your
aptitude,
determines
your altitude.”**

Zig Ziglar

EXERCISE: BUILDING A POSITIVE MINDSET


*Life is 10% of what
happens to you and
90% of how you
respond to it.*

EXERCISE: BUILDING A POSITIVE MINDSET

The background image is a photograph of a dirt road that curves through a forest. The road is light brown and appears to be covered in fallen leaves. The trees on either side are mostly bare, suggesting an autumn or winter setting. The sky is overcast and grey. Overlaid on the center of the image is a large, white, sans-serif quote.

**Your real wealth can be
measured not by what you
have but by who you are.**

Napoleon Hill

 quote fancy

EXERCISE: BUILDING A POSITIVE MINDSET



EXERCISE: BUILDING A POSITIVE MINDSET



**If you change the way you
look at things, the things you
look at change.**


Wayne Dyer

EXERCISE: GRATITUDE

Gratitude:

- Think of 2 things you are grateful for from the last 24 hours
- Think of 1 thing you're grateful for in your life in general





We are what we repeatedly
do. Excellence, therefore, is
not an act, but a habit.

Aristotle

CULTURE REINFORCEMENT: POWERED BY INJOY

