

CULTURE AUDIT FRAMEWORK - A HIGH-LEVEL OVERVIEW

Why audit culture?

- Identify strengths and uncover areas for improvement.
- Gain a clear understanding of the cultural landscape.
- Identify misalignment between stated values and actual behaviors and attitudes.
- Foster a cohesive work environment so employees and the company can thrive.
- Ensure culture is aligned with mission and goals.



Potential Benefits

Identify and remove barriers to performance, psychological health, productivity, and a constructive employee experience.

Rationale

Independent, unbiased, reliable third-party examination and assessment of a company's values, beliefs, behaviors and social norms.

Review Records

- Evaluate qualitative and quantitative information and data, such as stated cultural values, community agreements, turnover statistics, latest culture assessment findings, and exit interview reports for the last two years.
- Compensation across demographics
- Hiring, termination and retention trends
- Use of anonymous tip lines and filed reports, including whistleblower complaints, if any
- Legal complaints and employment litigation records, if any

Excavate

- Conduct interviews to get nuanced insights from employees at all levels - ask questions to gain insights on conflict experiences, leadership style, organizational politics, etc.
- Host focus group discussions to discuss specific cultural themes.



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A Sampling of Assessment Questions

- ✓ What causes conflict and how is it typically resolved?
- ✓ Do your leaders behave in ways consistent with the values of COMPANY? Do You?
- ✓ Reflect on a time when you witnessed a colleague or leader go above and beyond to create a positive impact. How did that experience shape your perception of the culture, and did it have any lasting effect on you?
- ✓ What are some things you'd like to see change?

Observe Workplace Interactions

- Attend department meetings to see how employees interact and work
- Pay attention to dominant organization values and look for threats

Conclude Process

- ✓ Compile Assessment
- ✓ Report Out
- ✓ Action Steps
- ✓ Focus Group Discussions
- ✓ Coaching and Reskilling for Change Implementation
- ✓ 90-day, 180-day and 1-year check-in

