



MONDAYS

with Mike

AULTCARE

Weekly PLAN

monday

Catching the Culture Culprits

Rica Grubbs, organizational leadership guru and YouTube TEDxBalchStreet presenter, recently shared a unique presentation on workplace culture. She presents the case for catching those who are stealing the life from our workplace environments. One of her key clues was the fact that internal customer service was not guarded or protected. Silos, “companies within the company,” and departments treating other departments like outsiders were the “forensic evidence.”

Her belief is that if we treat co-workers with a service mindset, our external customers will win. This pertains to any field of work, be that business, healthcare, or education.

Her “charge” is to have each of us surrender to doing the following:

1. Pay attention. If we see a need that will help the workplace environment, present it to those who lead us.
2. Persist in creating change. Use feedback pathways that call up the best in each area so that those become commitments.
3. Practice behaviors that you want to see in the workplace. Our words, actions, and behaviors become the rehabilitation.

Let’s all become detectives on the “beat” in our workplaces, team rooms, and family rooms so that we can rid each of those of the culture culprits.

Let’s all become Officers of the Year on our culture beats this week!

