



Office Administrators/ Clerical Officers

Refresher Training

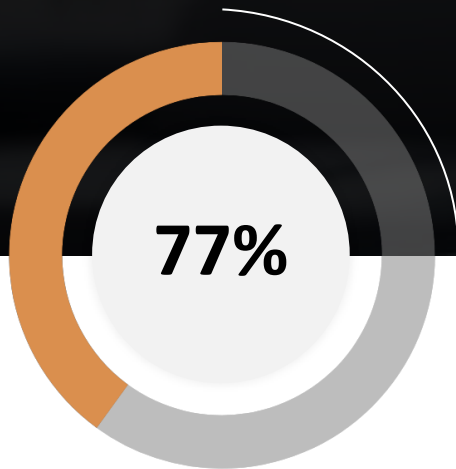
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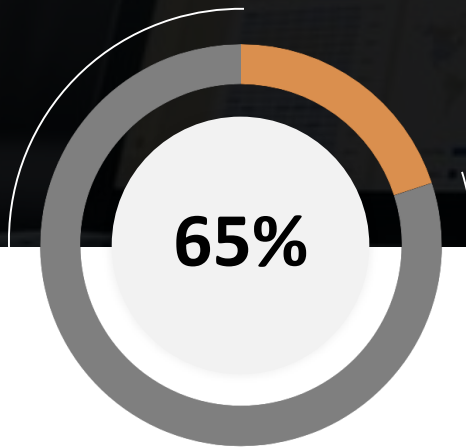
Introduction:

Organizational culture influences multiple aspects, including punctuality, communication tone, contract terms, and employee benefits.

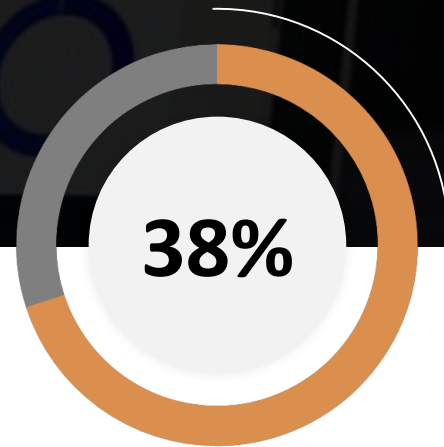
Statistics



**Workers consider
Company Culture before
applying**



Stay due to culture



**Change jobs due to poor
culture**



Understanding Organizational Culture?

- Organizational culture encompasses values, beliefs, attitudes, systems, and rules.
- These elements shape and influence employee behavior.
- Culture reflects in how employees, customers, vendors, stakeholders perceive the organization.
- Culture influences interactions and brand experience.

Building Organizational Culture

- Culture develops through authentic and consistent behaviors, not just policy documents.
- Employees watch culture in action: CEO's crisis response, team's adaptability, manager's corrections.
- These situations demonstrate the organization's culture

Essence of Organizational Culture

- Culture shapes a company's approach to decision-making, actions, and interactions.
- Impact on Business Performance:
- Strong culture attracts top talent, maintains engagement, and drives profitability.
- Employees are engaged, motivated, and aligned with company goals
- Toxic culture leads to high turnover, low morale, and poor performance.



Qualities of good organizational culture

Alignment of Vision, Purpose, Goals: When employees align with the company's vision and purpose, they work cohesively towards shared goals.

Appreciation: Appreciation makes employees feel valued and fosters a positive work environment, enhancing job satisfaction.

Trust: Openness, Support: Trust empowers employees to express ideas and take calculated risks. An environment of trust leads to better collaboration and innovation.

Performance: Focusing on performance motivates employees to excel. Engaged employees drive profitability and enhance overall business success.

A close-up photograph of a person's hands writing on a whiteboard with a marker. The background is blurred, showing some bokeh lights. The text 'Qualities of good organizational culture..cont'd' is overlaid on the left side of the image in a bold, orange font.

Qualities of good organizational culture..cont'd

Resilience: Prepares teams to adapt to dynamic business environments and encourages quick problem-solving and continuous improvement

Teamwork: Strong teamwork encourages idea-sharing and collective problem-solving.

Integrity: Honesty and transparency in all interactions build trust among employees. An ethical culture enhances credibility and encourages responsible behavior.

Innovation: A culture that embraces innovation encourages employees to think creatively. Innovations lead to enhanced products, processes, and market presence.

Psychological Safety: Psychological safety enables employees to take calculated risks without fear of repercussions. Feedback-rich culture encourages improvement and open communication

Signs of good organizational culture

- **High retention rate:** Satisfied employees stay longer, reduce turnover costs.
- **Quality applicants:** Positive culture attracts top talents.
- **Job satisfaction ratio:** High job satisfaction leads to higher productivity.
- **Successful teamwork:** Effective teamwork achieves better outcomes.
- **Improved productivity:** Positive culture drives higher efficiency.
- **Reduced work stress:** Positive culture fosters employee well-being.

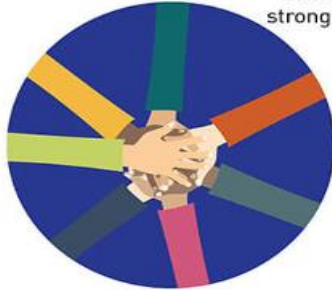
Importance of Organizational Culture

- Culture shapes the organization's image and perception.
- Encourages living by the company's core values that guide actions and set expectations.
- Positive culture retains employees, reduces turnover, attracts talent.
- Transforms organization into a team: Positive culture breaks silos, promotes collaboration.
- Impacts productivity, performance and general well-being of the employees

The four types of organisational culture

The Clan Culture

Employees share a bond like one big family; same interests, similar commitment level and uphold a strong sense of work normalities.



The Adhocracy Culture

Employees have a strong commitment in creating new standards, maintain continuous improvement and constantly finding creative solutions.



The Hierarchy Culture

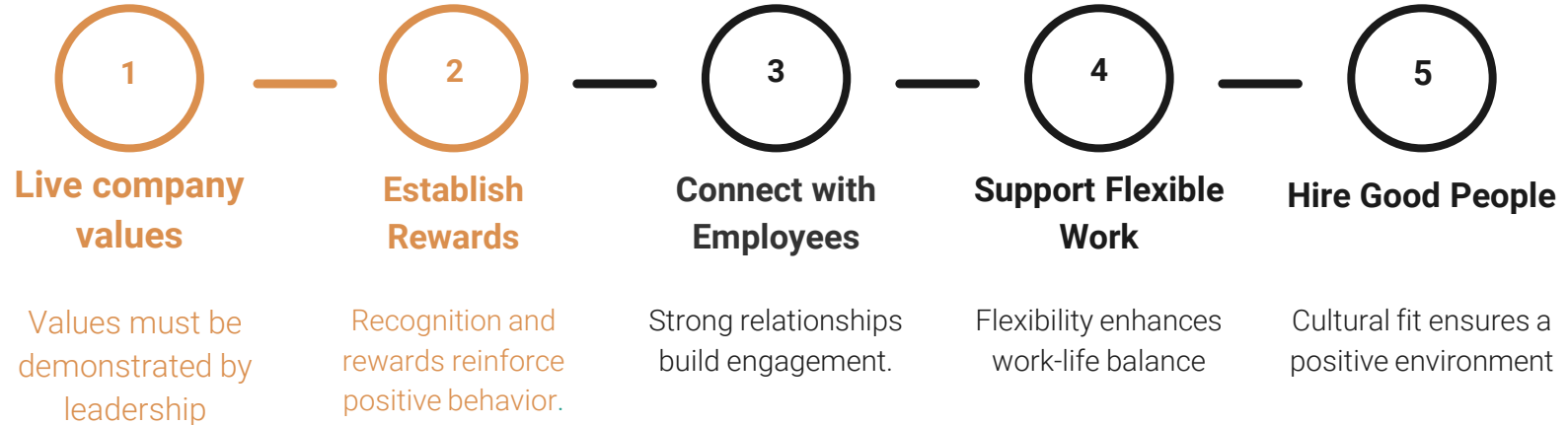
The work environment is considered well-defined and formal, with strict protocols, rules, regulations and policies to ensure order, efficiency and consistency.



The Market Culture

Core values are based on winning and beating all rivals, hence the business strategies, measures and procedures are aligned towards market requirement.

Building a Positive Culture



A close-up photograph of a person's hands writing on a whiteboard with a marker. The background is blurred, showing what appears to be an office setting with some lights. The text 'Signs of a Positive Culture' is overlaid on the left side of the image in a white, sans-serif font.

Signs of a Positive Culture

- **Gather employee feedback:** Regular feedback helps identify areas for improvement.
- **Low turnover rate:** Low turnover indicates job satisfaction.
- **Positive brand identity, referrals:** Happy employees are brand advocates.
- **Regular employee recognition:** Recognition maintains engagement and morale.

Examples of Good Company Culture



Microsoft

Microsoft focuses more on its employees' professional growth. It establishes an inclusive environment by cultivating an openness to new ideas. By making their employees feel heard, they boost their confidence in performing their tasks.



Google

The company nurtures its employees' overall happiness by providing perks, compensation, and work-life balance. Google focuses on employee satisfaction because it's an important element in retaining excellent talent



Conclusion

- Culture is an ongoing journey, adapt as needed
- Organizational culture is hugely important to the success and overall health of the company, the employees, and the customers.
- So it's helpful to spend time considering why your company's culture is the way it is, and why it's important that it stays that way (or changes).

Thank you

