

Value-Centered Culture



A seminar for small business owners, entrepreneurs and mid-level to senior-level managers, directors or executives who lead teams and projects requiring strong management skills.

Course Description:

We all know the importance of hiring the right people. It is equally important to keep your team members happy. In this course you will learn new ways to develop and build teamwork and a culture of excellence in which team members are able to persevere through challenges to accomplish goals. Learn how to first create a culture of excellence with your peers that will breakdown barriers and silos throughout the entire organization. Understanding the power of attitude and the impact of team-centered behavior is vital. This highly interactive course will focus on the 7 commitments needed to maintain a value-centered culture. Learn why teams must commit to these principles to work together in harmony as they deliver value to their internal and external customers.

WHAT WE WILL COVER

1) The 7 Commitments to a Value-Centered Culture

- Discover what your team must commit to in order to support the **company's vision** and create a strong culture.
- How **effective communication** and a positive thought process are important to culture.
- Creating a high tolerance level for dealing with challenging situations while **staying focused**.

2) Essential Cultural Ingredients

- Understand the importance of **cultural improvement systems** and how they can directly impact the success of every organization.
- Learn about the cultural ingredients required to maintain a value-centered enterprise.
- How leadership and team member development play an integral part to **maintaining a healthy culture**.

3) Work Style Assessment—Activity

- Discover and explore **personal strengths** and areas of improvements.
- Understand your preferred style of processing information, performing work, solving problems and your reaction to **diverse work styles** and personality types.
- Learn how to **work more efficiently** with your peers and be more productive **executing projects**.

4) Customer Service

- Understanding the correlation between **customer satisfaction** and **team member satisfaction**
- Developing a **customer service culture** and environment at every level of the organization.
- Creating a culture of internal customer service to break down barriers and silos.

PARTICIPANTS WILL RECEIVE:

- Certification in the Principles of Value Stream Flow
- Padfolio and workbook
- Autographed copy of "Who Said So"**