Organizational Culture

Organizational culture is the shared, emotionally charged beliefs, values, and norms that bind people together and help them make sense of the systems within an organization.

Components of Organizational Culture

- Substance
- Form
## Artifacts

- Routines, rituals, ceremonies
- Artifacts support and reinforce …

## Language, Metaphors and Symbols

- Words, phrases, speeches, etc.
- Metaphors
  - Special terminology
    - Abbreviations
    - Jargon or slang
    - Gestures
- Picture, a shape, or a particular object

## Stories and Sagas

- Communicate beliefs
- Meaning for all employees
- The real mission
- How we operate
- Acceptable behavior
- How individuals fit
- Symbols & historical accounts
The Impact of Culture

- Strong Cultures …
  - Commitment
  - Resistance to change

Culture Issues

- Ethics
- Diversity of employees
- Leadership behavior

Culture and Technology

- Information
- Communication
- Organizational charts
- Provide data
- Resolve problems
Changing Organizational Culture

- Leaders set the tone
  - Involve
  - Build
  - Share
  - Teach

Organizational Change

- Alterations
  - The structure
  - The work tasks
  - The introduction of new products, systems, or technologies or behavior

Targets for Change

- Individual
- Group
- Organizational
- Environmental
Force Field Analysis

1. Vision – Unfreeze behavior

Force Field Analysis

2. Communicate – Share Info.

Force Field Analysis

3. Empower employees to act
Force Field Analysis

1. Vision - Unfreeze behavior
2. Communicate – Share Info.
3. Empower employees to act
4. Institutionalize - Refreeze
5. Evaluate – Examine feedback