



VERA CAUSA GROUP

Five Steps to Creating a New Culture

<p>1. Leadership</p> <ul style="list-style-type: none">• Leadership style and authority• Buy in and alignment• Accountability• Access• Implementation• Clear expectations	<p>2. Organizational Structure and Roles</p> <ul style="list-style-type: none">• Org structure• Job descriptions• Cross functional cooperation• Teamwork• Cross agency cooperation
<p>3. Work Processes</p> <ul style="list-style-type: none">• Policies• Procedures• Practices• Protocols• Hiring• Firing	<p>4. Internal Communication and Engagement</p> <ul style="list-style-type: none">• Decision making• Work prioritization• Communication tools• Diversity
<p>5. Training and Performance</p> <ul style="list-style-type: none">• Performance mgt. system• Professional development• Feedback• Compensation• Awards• Advancement• Discipline	