

# BUILDING A PRODUCTIVE CULTURE



# Culture Comes From Management

- You set the bar and example
- With grammar and writing - you can set that example
- Also in the nature of your interactions



# About Interactions

- Blaming vs. being supportive - mistakes are OK, and it's about how we move on and learn from them
- Standing up for the employees and making other employees stand up for other employees



# Decreasing Defensiveness

- When people don't feel attacked, they are more likely to not fear making errors
- They won't get defensive when you point out something they need to improve
- They will be more open to constructive criticism



# Careful Of Being Too Nice

- There are many teams in which support turns into encouragement of whining and complaining
- Even though you are friendly - you are not a friend
- Goal is to be respected (not feared), so don't let people let their guard down too much and politely let them know when they let their guard down

