Cultural Transformation

Template

Research the cultural transformation journey that Microsoft has been through.

Identify the key elements of Microsoft’s current culture driven by Satya Nadella (CEO).

Answer the following three questions:

1. How has Microsoft’s culture transformed?
2. What are the key elements of the current culture?
3. What inspires you about Microsoft’s culture?
4. How has Microsoft’s culture transformed?

Microsoft’s culture evolved from a company of know-it-all to a company of learn-it-all.

We’ve grown from a start-up to a $110 billion company

• There are now more than 14,000 employees in 120 countries

• We started with 13 employees in 1978

• Our strength has always been our employees

Empower every person and every organization on the planet to achieve more

The concept that there is one culture we will freeze and forget is not what will work. We have anchored on growth mindset, a learning living culture. If we take the posture that every day we will be better than the previous day – that is the culture we aspire to. This comes with healthy amounts of curiosity and humility to ensure we’re always learning.

1. What are the key elements of the current culture?

• This means anyone can change learn and grow

• We believe potential is nurtured and not predetermined

• We should always be learning and curious

• We should try things and not be afraid to fail

• A culture founded in growth mindset is really important to us.

We identified four attributes that allow growth mindset to flourish and vice versa. Obsessing over what matters to our customers, becoming more diverse and inclusive in everything we do and create, operating as one company instead of multiple siloed businesses and lastly, to making a difference in the lives of each other, our customers and the world around us.

Customer obsessed

Diverse & Inclusive

It’s rare to have a meeting take place, a day, or a week go by where growth mindset – learning over knowing – doesn’t come up. Growth mindset started as a phrase, anchored in a psychological model, and has turned into a way of interacting and doing business.

We fundamentally believe that we need a culture founded in a growth mindset. It starts with a belief that everyone can grow and develop; that potential is nurtured, not pre-determined; and that anyone can change their mindset. We need to be always learning and insatiably curious. We need to be willing to lean in to uncertainty, take risks and move quickly when we make mistakes, recognizing failure happens along the way to mastery. And we need to be open to the ideas of others, where the success of others does not diminish our own.

1. What inspires you about Microsoft’s culture?

Making a difference isn’t just a result or an outcome of culture. We believe each of us can improve at making a difference by applying a growth mindset to discovering our purpose and working on things that ladder-up to something larger than ourselves. We truly believe we have an opportunity to change the world we live in.

If we do all of this, we will achieve our mission to empower every person and organization on the planet. Beyond that, we will make a difference and find deep meaning in our work. We stand in awe of what humans dare to achieve and are motivated every day to empower others to do more and achieve more through our technology and innovation.

Culture starts at the top, but it shouldn’t stay there. As you’ve seen – we started at the top with a leader-led effort but that isn’t self-sustaining. Our culture can’t depend on a single person. Leadership matters. If we don’t have leaders who hold our values, we won’t get very far.

Create clarity

Synthesize the complex Ensure shared understanding Define a course of action

Generate energy

Inspire optimism, creativity, and growth Create an environment where everyone does their best work Build organizations that are stronger tomorrow than today

Deliver success

Drive innovation that people love Be boundary-less in seeking solutions Tenaciously pursue the right outcomes