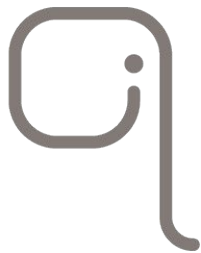




Practice Makes Culture

+



the  
welcome  
elephant





**Moving towards a  
learning culture:**  
*Fear is a reaction,  
courage is a decision.*

# speakers // companies



**Bria Schecker //**

**Humana**

F50 Telco

Mid-Size Legal

Mid-Size Health & Wellness



**Ronica Roth //**

**N.Amer. Moving & Storage**

F10 Health Care

Rally Software



**Christine Hudson //**

**F500 FinTech**

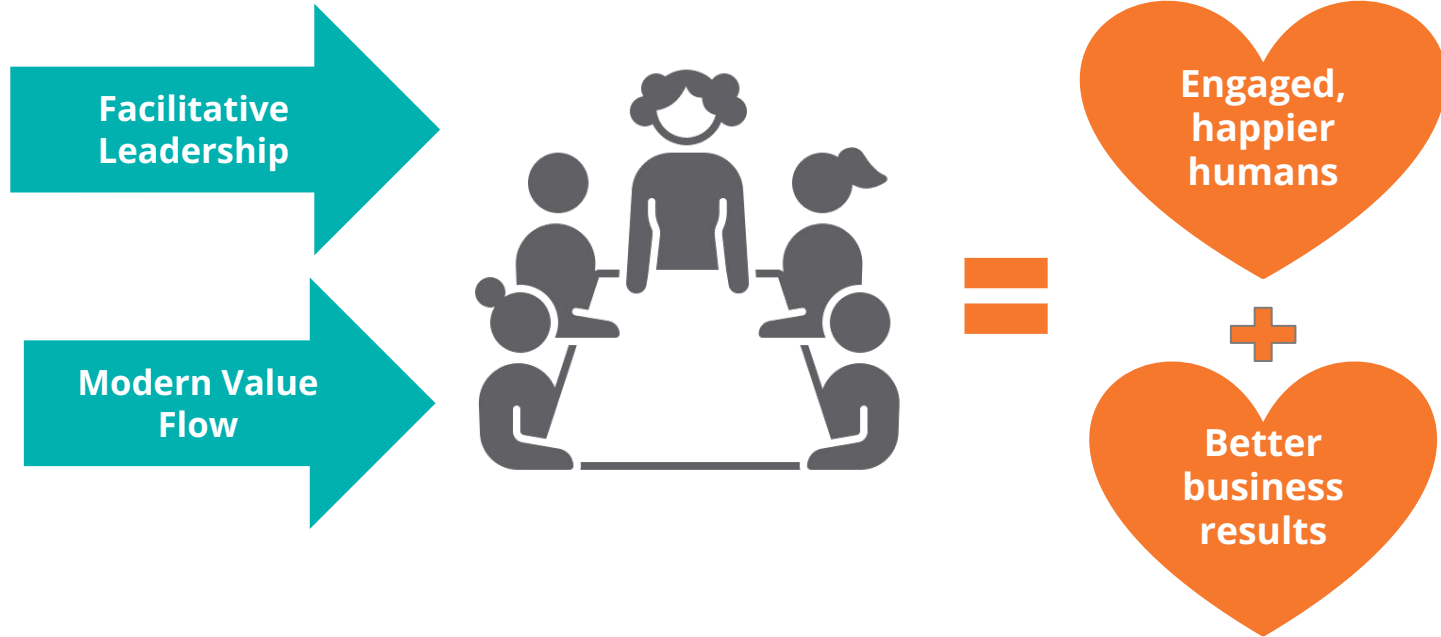
F100 Insurance Co

F10 Health Care

CA Technologies

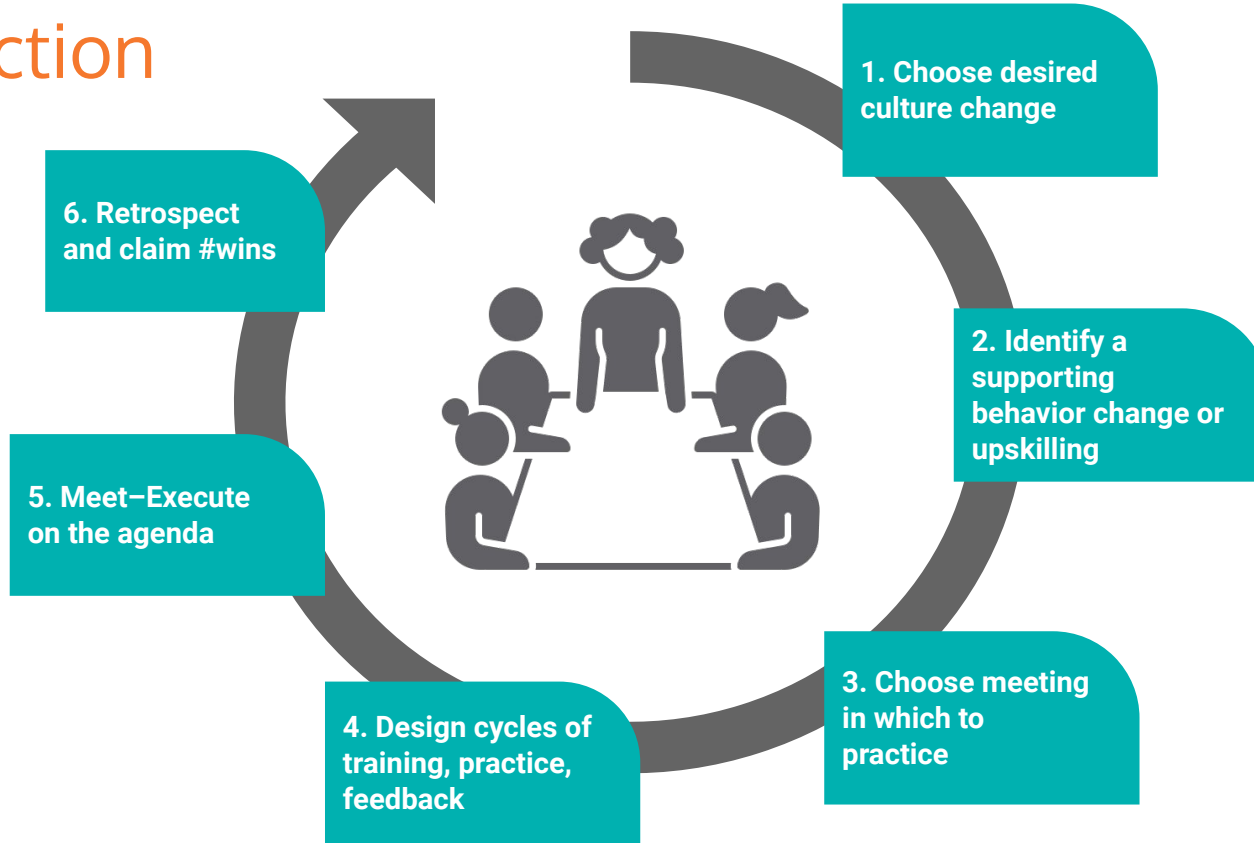
Indicative/Nimsoft

# Practice Makes Culture™





# Practice Makes Culture In Action

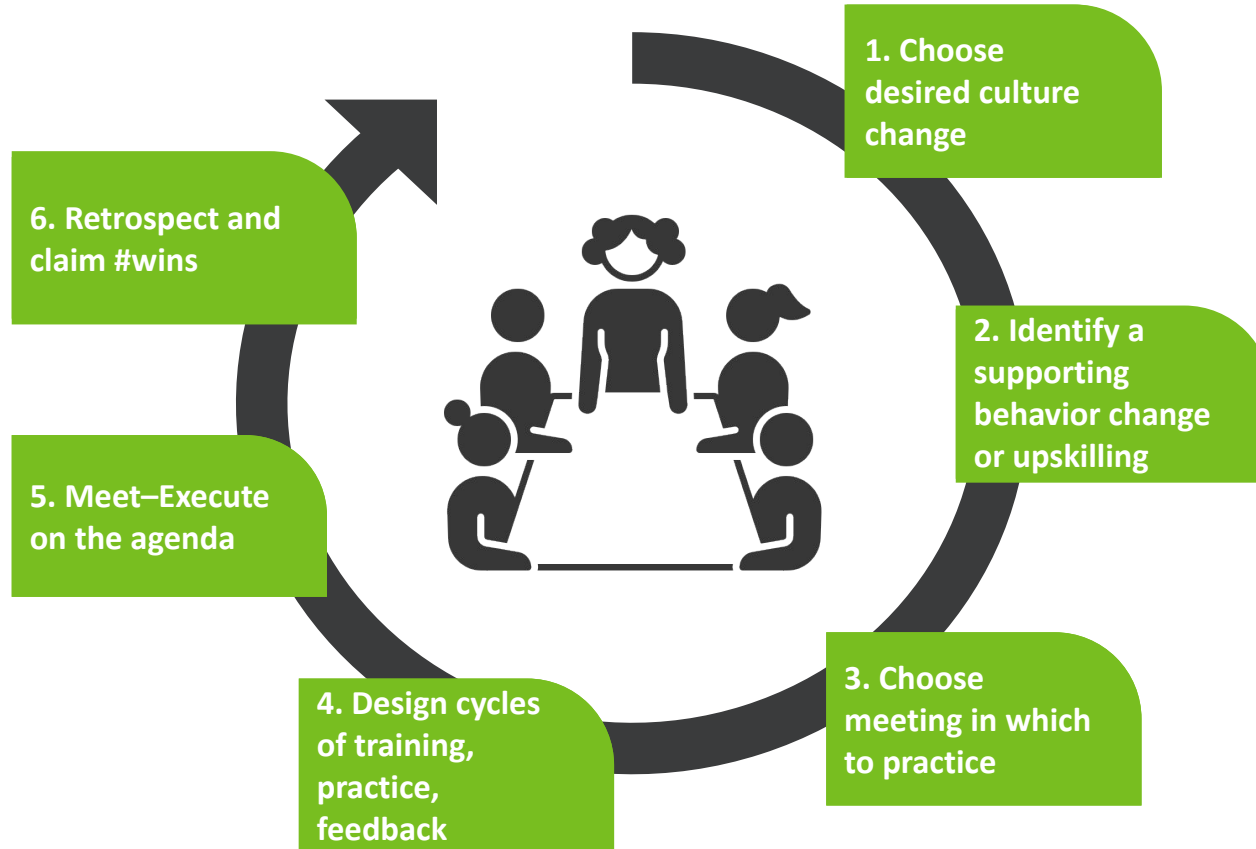


# Everyday Practice //





# Increase psychological safety through vulnerability & empathy



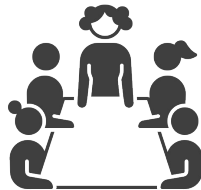
# Increase psychological safety through vulnerability & empathy




**Session 1:** Ice breaker around a time from your childhood where you overcame adversity



**Session 2:** Share your supervillain, kryptonite, and plan to overcome

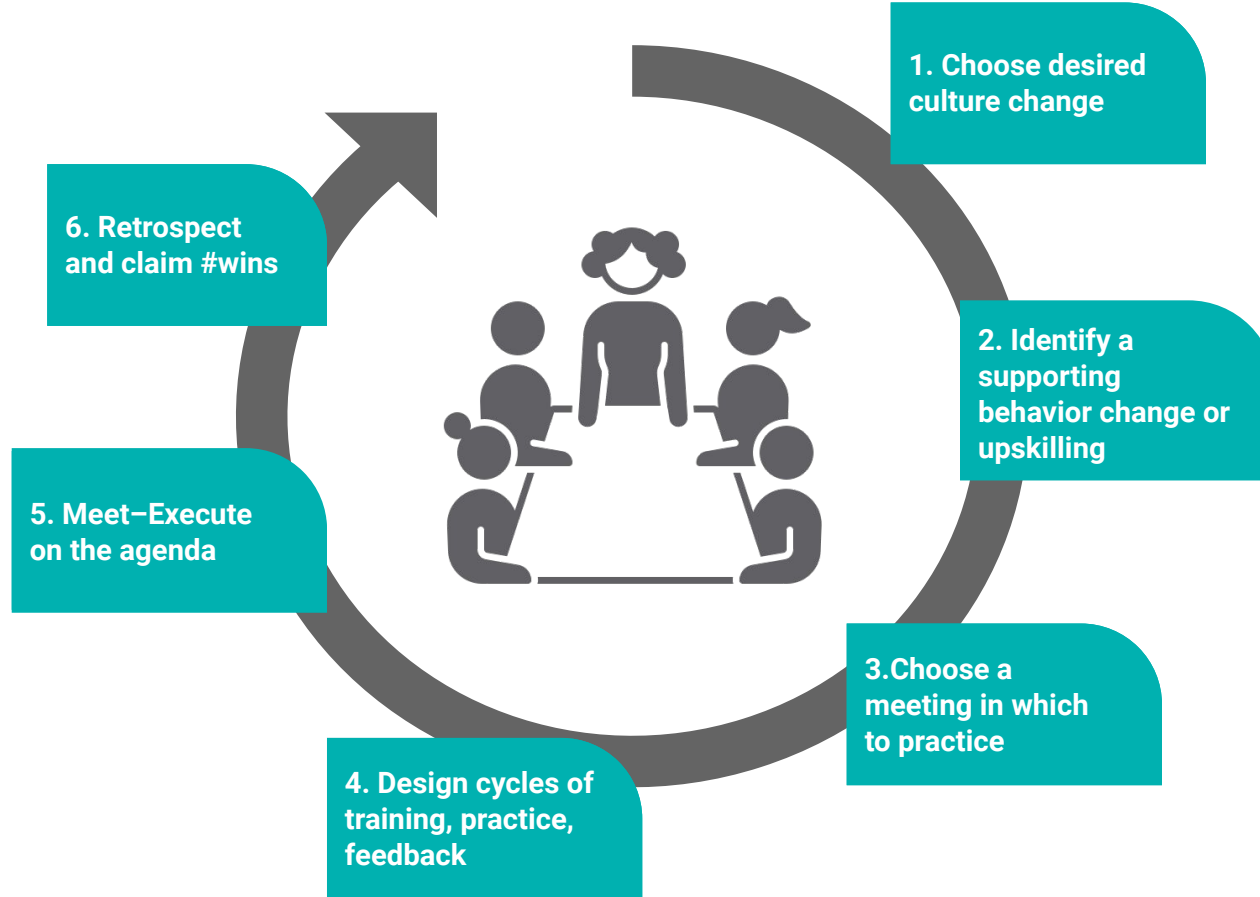


**Session 3:** Experience the cost of large vs small batches and constant changes in teams & requirements

A photograph of a man standing at the front of a meeting room, presenting to a group of people seated around a large wooden table. The man is wearing a light-colored button-down shirt and has his hands clasped. Behind him is a large screen displaying a presentation slide with a diagram. The seated participants, including a man in a light blue shirt and a woman in a red top, are looking towards the presenter. The table is cluttered with several laptops, water bottles, and brown paper bags. The room has a modern feel with a bookshelf in the background.

In a meeting agenda, we seek to create cycles of  
training (or reminders)  
practice—using real work  
feedback and/or coaching

# Ground all work in business value



# Grounded in Business Value

## Progression of behaviors and skills



Speak succinctly to business value when introducing demos.



Teams continually ask each other “what’s the value”



Demo A | B test results—showing impact on customer behavior

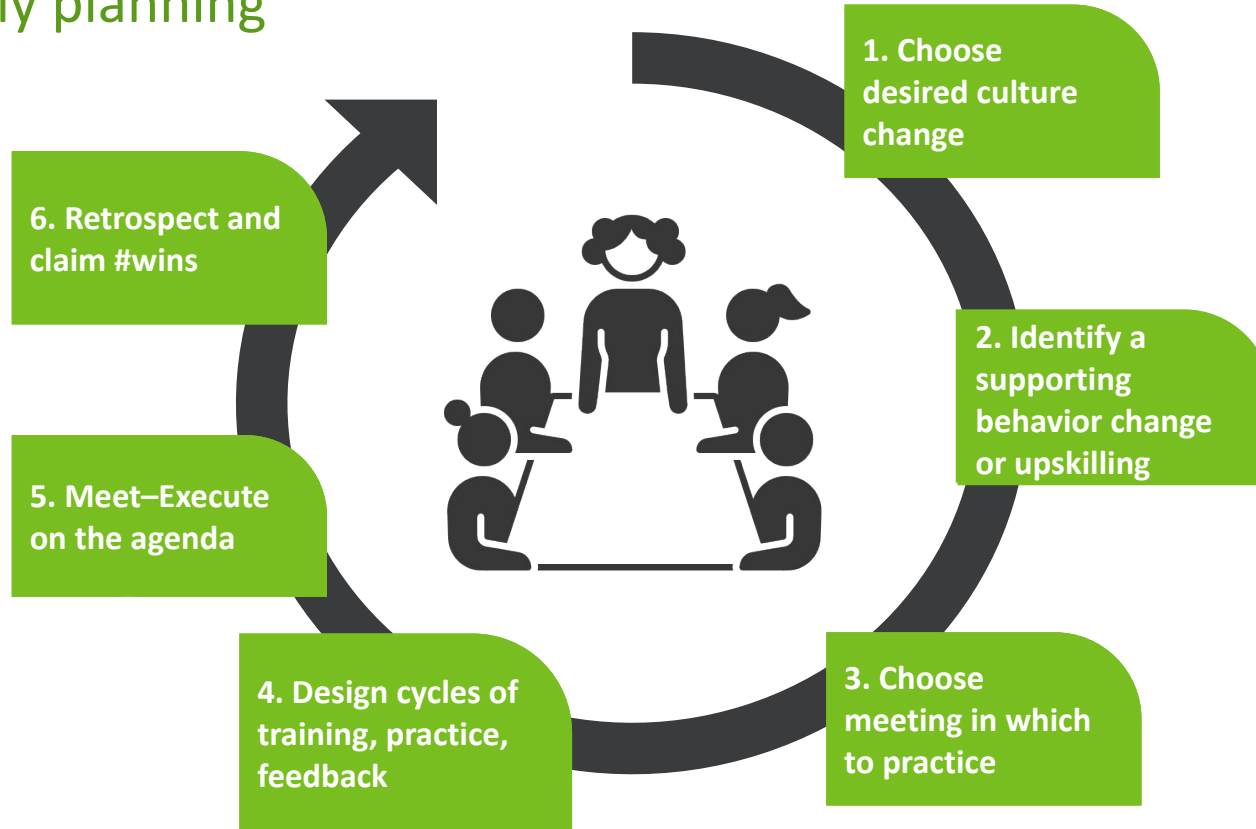


# Bigger Moments //





# Engage diverse perspectives across departments through quarterly planning





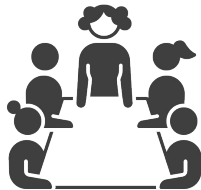
# Engage diverse perspectives across departments through quarterly planning



**Session 1:** Invite Architects to practice with us during planning



**Session 2:** Invite at least one proxy from each delivery team to practice planning with us



**Session 3:** Secure at least two fully dedicated teams to practice planning with us

# Deliver with confidence





# Deliver with confidence progressive practice of skills and behaviors



**Month 1:** Make work visible,  
welcome the difficult conversations



**Month 2:** Pitch practice

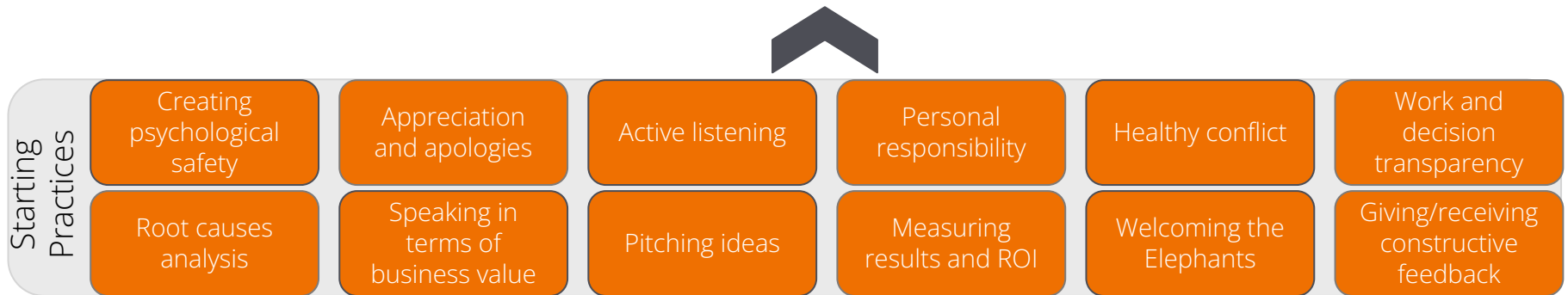


**Month 3:** Improved descriptions of  
problem space and desired, measurable  
outcomes. (SMART metrics + SOKRS)

Your Practice //



# Better Business Results and Happier Humans



# How might you practice?



practice makes culture // thank you



**Bria Schecker //**

**Humana**

[bschecker@humana.com](mailto:bschecker@humana.com)

[linkedin.com/in/briaschecker](https://www.linkedin.com/in/briaschecker)



**Ronica Roth //**

**The Welcome Elephant Co**

[ronica@thewelcomeelephant.co](mailto:ronica@thewelcomeelephant.co)

[linkedin.com/in/ronicaroth](https://www.linkedin.com/in/ronicaroth)



**Christine Hudson //**

**The Welcome Elephant Co**

[christine@thewelcomeelephant.co](mailto:christine@thewelcomeelephant.co)

[linkedin.com/in/christinelh](https://www.linkedin.com/in/christinelh)





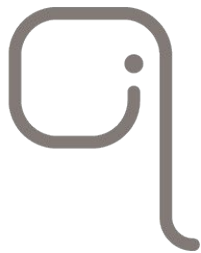
# BONUS: Better decisions





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# Supporting Blogs: Examples



## TheWelcomeElephant.Co/Stories

- Adding Leadership Skills Training to Everyday Meetings Part 1  
<https://www.thewelcomeelephant.co/post/everyday-meeting-series-1-adding-facilitation-to-improve-everyday-meetings>
- Adding Leadership Skills Training to Everyday Meetings Part 2  
<https://www.thewelcomeelephant.co/post/everyday-meeting-series-2-adding-leadership-skills-training-to-everyday-meetings>
- Raising the Bench in Big Meetings #1: Quarterly Steering Off to a Rough Start  
<https://www.thewelcomeelephant.co/post/quarterly-steering-off-to-a-rough-start>
- Raising the Bench in Big Meetings #2: Off to a great start–before the meeting begins  
<https://www.thewelcomeelephant.co/post/raising-the-bench-in-big-meetings-off-to-a-great-start-before-the-meeting-begins>
- Raising the Bench in Big Meetings #3: Practicing Personal Responsibility While Creating Better Meeting Outcomes:  
<https://www.thewelcomeelephant.co/post/raising-the-bench-in-big-mtgs-practicing-personal-responsibility-while-creating-better-mtg-outcomes>