



# **People Guiding Team Kick-Off May 26, 2011**



# Agenda

- **Role of People Guiding Team (PGT)**
- **Culture review**
- **People strategy**
- **People pulse summary**
- **Next steps**



# Role of PGT

## People Guiding Team

**Members:** Donna Hyland, Linda Matzigkeit, MaryBeth Bova, Joyce Ramsey-Coleman, Denise Swords, Julia Jones, Usha Sathian, Bill Jorgensen, Selwyn Sturisky, Amaris Landis, Larry Mohl, Beth Strickland, Tim Whitehead, Megan Graham, Amy Zamorski, Jeff Kilpatrick

- **Meet bimonthly/as needed**
- **Confirm and clarify culture and ensure our people priorities support this**
- **Focus on employee engagement by maintaining alignment with our employee promise**
- **Provide input on people programs and initiatives**
- **Review progress on system goal to refocus on people**



# Culture Clarification

**Before defining our priorities to refocus on people, we must clarify our culture.**

**Culture:** A collection of individually shared perspectives

Who we are (Values, attitudes)

How we get work done (Process, practices)

What we strive to be (Mission, vision, goals)



# Today's Culture – *Key Themes*

Based on focus groups and interviews, key “unfiltered” culture themes were identified.

<b>Passionate</b>	...about kids ...about our mission Strong Resilient	<b>Nurturing / “Family” / Team</b>	Human connection Care about each other Supportive Genuine sincerity
<b>Everything is a priority</b>	Fast paced No is not acceptable Must be resilient Execution over innovation Speed over precision High demand	<b>Never satisfied</b>	Better outcomes Excellence Focus on gaps versus successes Don't stop to recognize achievement
<b>Mission driven</b>	Pride Collective versus individual Spirit	<b>Excellence</b>	Better outcomes Better care Kids first Try to be the best at everything



# Culture comparison over time

Today and historical	Today with more	New
<ul style="list-style-type: none"> <li>• Clinical/General Excellence</li> <li>• Over achievers/High performing</li> <li>• Mission driven</li> <li>• Pride</li> <li>• Passionate</li> <li>• Nurturing/caring/friendly</li> <li>• Team oriented</li> <li>• Family/Community within teams</li> <li>• “Micro cultures”</li> <li>• Challenging</li> <li>• Evolving / Adaptive</li> <li>• Engaged</li> </ul>	<ul style="list-style-type: none"> <li>• Fast-paced/No break</li> <li>• Always raising the bar</li> <li>• Everything is a priority</li> <li>• Intense</li> <li>• Busy yet not working as smart</li> <li>• Execution over strategy/Activity vs. Progress</li> <li>• Silos</li> <li>• Relationship versus objective focused</li> <li>• New “micro cultures” forming</li> </ul>	<ul style="list-style-type: none"> <li>• Short term goal focused</li> <li>• Complexity</li> <li>• Hierarchy driven</li> <li>• Slow decision making</li> <li>• Reduced trust with leaders</li> <li>• Constant improvement</li> <li>• Stress</li> <li>• Wellness</li> <li>• Resourceful</li> <li>• Raising the bar at the expense of people</li> </ul>

1. What would you add or delete to define our culture today?
2. What would you add or delete to define our culture tomorrow?



# What's Next

- **Continue clarifying culture and validate with key stakeholders**
- **Prioritize people focus areas**
- **Host manager and above webinar focused on people on June 9<sup>th</sup> to share information and gain additional insight**
- **Refresh People Strategy and Employee Promise**
- **Launch workgroups and assign roles and responsibilities**