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Team Culture Myth-Busting

Mitch Savoie Hill

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Team Culture Myth-Busting

Mitch Savoie Hill, CPC, CVP, CEO, SavHill Consulting



In the world of business and especially Human Resources, There's a lot of talk about this word "Culture" as it relates to the workplace and teams. I've coached many executives who struggle with that burning question:

"How do I get my team to work cohesively and with minimal drama?"

A positive and productive company culture is key in this endeavor. But what does that mean? And more importantly, how do you achieve it?

Let's begin by busting some myths or unreal expectations around this concept.

First - A healthy culture doesn't mean everyone on the team likes each other.

Let's face it, some personalities just naturally clash no matter how much team building you throw at them. However, if you can give your team some training and tools to better understand themselves and why they may not jive with different people, you can teach them to adapt and work well together. That's a more realistic target.

Second - Team culture does not come from team building exercises and outings.

Although these activities can definitely help strengthen communication and collaboration, Culture comes from the top. It stems from daily actions, modeled behavior and habits. For example, if executives are preaching respect and active listening while themselves not exemplifying that behavior, they can't expect managers and individual contributors to act differently. Show me, don't tell me.

Finally - Culture cannot be forced, it is actively and consistently fostered.

How?

Things like:

- Exemplifying and rewarding positive behavior and language
- Training and coaching on interpersonal skills like effective communication and emotional intelligence
- Holding people accountable when they fall short, and actively following up to measure improvement
- Encouraging and making space for productive conversations

Will saying it help or hinder?

Fostering open and productive communication doesn't mean anyone can say whatever they want. "This is my opinion and I'm going to say it!"

The question there is - does it need to be said? What is the intended and most mutually beneficial outcome? What is going to lead to more collaboration versus discord and distraction? Workplace communication is not about individuals asserting themselves for the sake of "being right."

My clients are very familiar with Mitch's Magic Coaching Question:

"Do you want to be right?"

OR

Do you want to be effective?"

Often the response is a follow up question: "Well, can't I be both?"

Sometimes.

The important thing, however, is to Be Effective.

Foster communication that leads to understanding, empathy, and connectivity enough to get the job done.

If in this process, you find you get them to respect and even like each other a little more than before, you are moving in the right direction!

About the Author:

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Mitch Savoie Hill, CPC is a Certified Professional Coach, TEDx speaker, author, and CEO of SavHill Consulting LLC. With over 25 years of experience in Sales, Hospitality, Training, and Leadership, she delivers engaging and energetic presentations, corporate training sessions, as well as 1:1 coaching to help her clients clarify their vision, map out strategies and Stretch Their Horizons! Find out how Mitch can help you and your team achieve greater productivity, proactivity, and success!

If you want to learn more about team training, assessments, and coaching, visit our website and schedule a discovery call today.

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