

Achieving Departmental Excellence: Departmental Culture

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Learning Objectives

- Identify at least two desired values and/or priorities of your department.
- Identify at least two actions that can be implemented to support an identified department value.
- Identify at least two ways to define and measure your department's culture.

Outline

- Introduction
- Culture
- Excellence
- Values
- Experts Sharing
- Questions & Answers

‘Culture is a little like dropping
Alka Seltzer into a glass of water –
you don’t see it,
but somehow it does something.’

Hans Magnus Enzensberger

Culture

- Set of values, norms, beliefs, commitments, expectations, etc.
- Organizational Identity
- ‘Design for Organizational Living’
- What Else?

Components of Culture

- Clearly Articulated
- Common and Shared
- Language, History, Stories
- Provides a Common Thread
- Binds Members Together

Components of Culture

- Three Question of Foundations Answered for All
 - Who Are We – Our Values
 - Why We Exist – Our Purpose
 - What We Do – Dreams, Hopes
- Practiced
- What Else?

Excellence

is outstanding quality.

Excellence

‘We are what we repeatedly do.
Excellence then, is not an act, but a habit.’

Aristotle

Excellence

“Success is a peace of mind,
which is a direct result
of self-satisfaction in knowing
you made the effort
to become the best of which you are capable.”

John Wooden

Excellence in Culture

- Values of Individuals and Organization Aligned – Space for As Many People as Possible
- History, Stories, Reputation Highlighted Among People
- Individual Values are Essential for Success and Can Describe Their Contributions
- Work Aligns with Purpose

Excellence in Culture

- Discipline to Stay Focused
- Leadership Self Reflection
- On-Going Nurturing
- What Else?

Starting with Values...

- What is important to you and your department?
- Gap analysis
- Improvement Opportunities

- Accomplishment
- Achievement
- Balance
- Challenge
- Commitment
- Community
- Competence
- Contribution
- Creativity
- Credibility
- Dependability
- Dignity
- Discipline
- Drive
- Education
- Efficiency
- Enjoyment
- Enthusiasm
- Ethics
- Excellence
- Exploration
- Flexibility
- Frugality
- Growth
- Guidance
- Helpfulness
- Independence
- Individuality
- Inquisitiveness
- Inspiration
- Integrity
- Involvement
- Justice
- Leadership
- Learning
- Mastery
- Meaning
- Mindfulness
- Optimism
- Partnership
- Persistence
- Preparedness
- Proactivity
- Professionalism
- Recognition
- Reputation
- Resourcefulness
- Service
- Skillfulness
- Spontaneity
- Stability
- Teamwork
- Thoroughness
- Timeliness
- Trustworthiness
- Wisdom

Starting with Values...

- What is important to you and your department?
- Gap analysis
- Improvement Opportunities

Experts Sharing

So how do leaders make decisions, and implement policy, to create a culture that actively supports the desired mission and values?

Back to Values...

- What is important to you and your department?
- Gap analysis
- Improvement Opportunities

Audience Reflection

What action will you consider implementing to support an identified departmental value?

Q & A

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