



Minnesota Ambulatory Surgery Center Association

# Cultivating a Healthy and Productive Workplace Culture

Part One: Strategy

# Georgine Madden

Organizational Development Consultant

Specializes in...

- Strategic planning and facilitation.
- Service excellence strategy and skill.
- Culture and engagement.
- Team development.
- Leadership development and coaching.

Organizational Development sees the organization as a "living system", not a machine.

Belief: An organization moves toward what it studies.

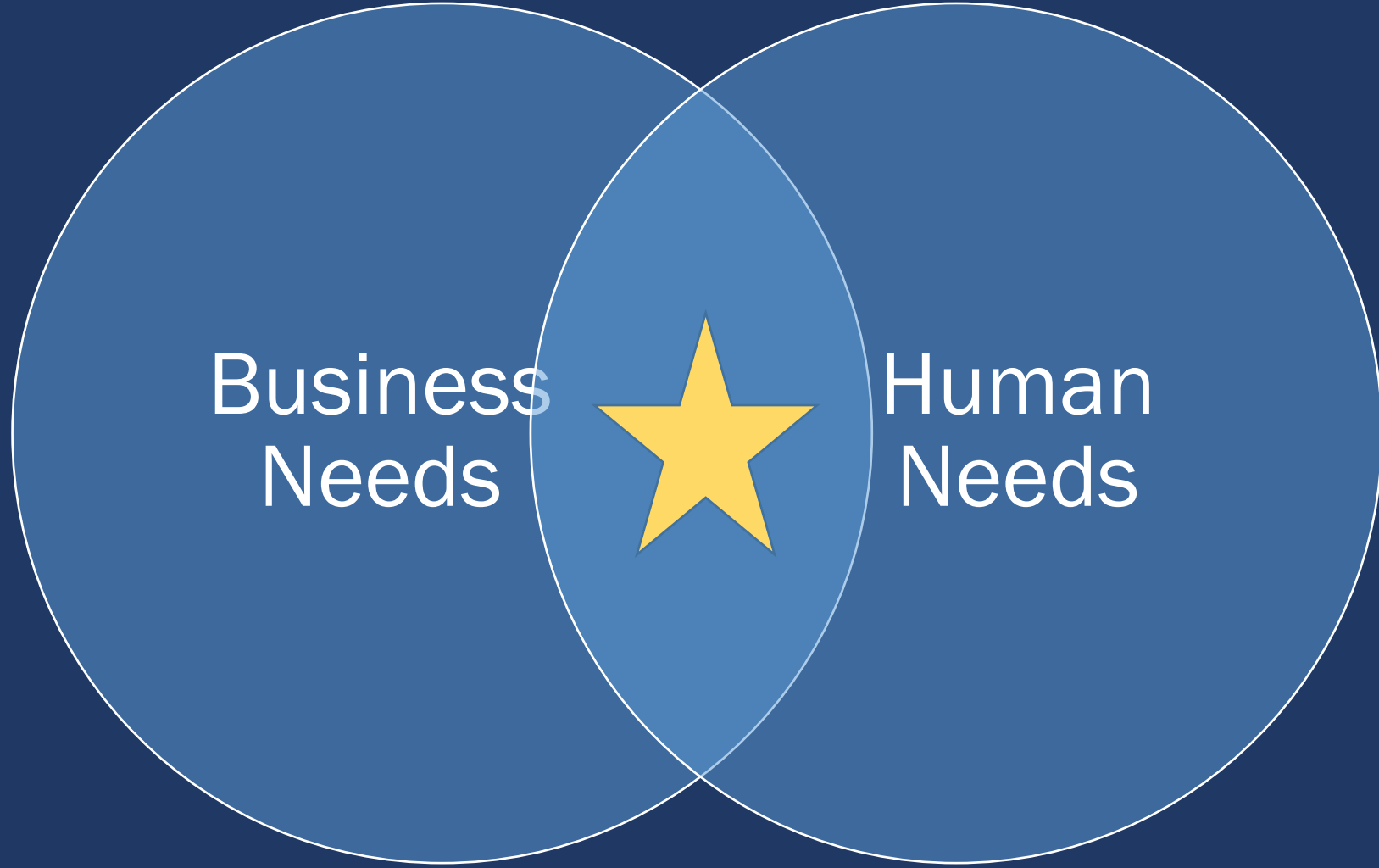


# Objectives and Agenda

## Part One: Strategy

Discover leadership strategies for influencing and sustaining a healthy and productive workplace culture.

- Establish a shared definition for culture and engagement.
- Understand how culture and engagement are observed in the organization.
- Set a strategic foundation for influencing and sustaining a healthy and productive workplace culture



Business  
Needs

Human  
Needs



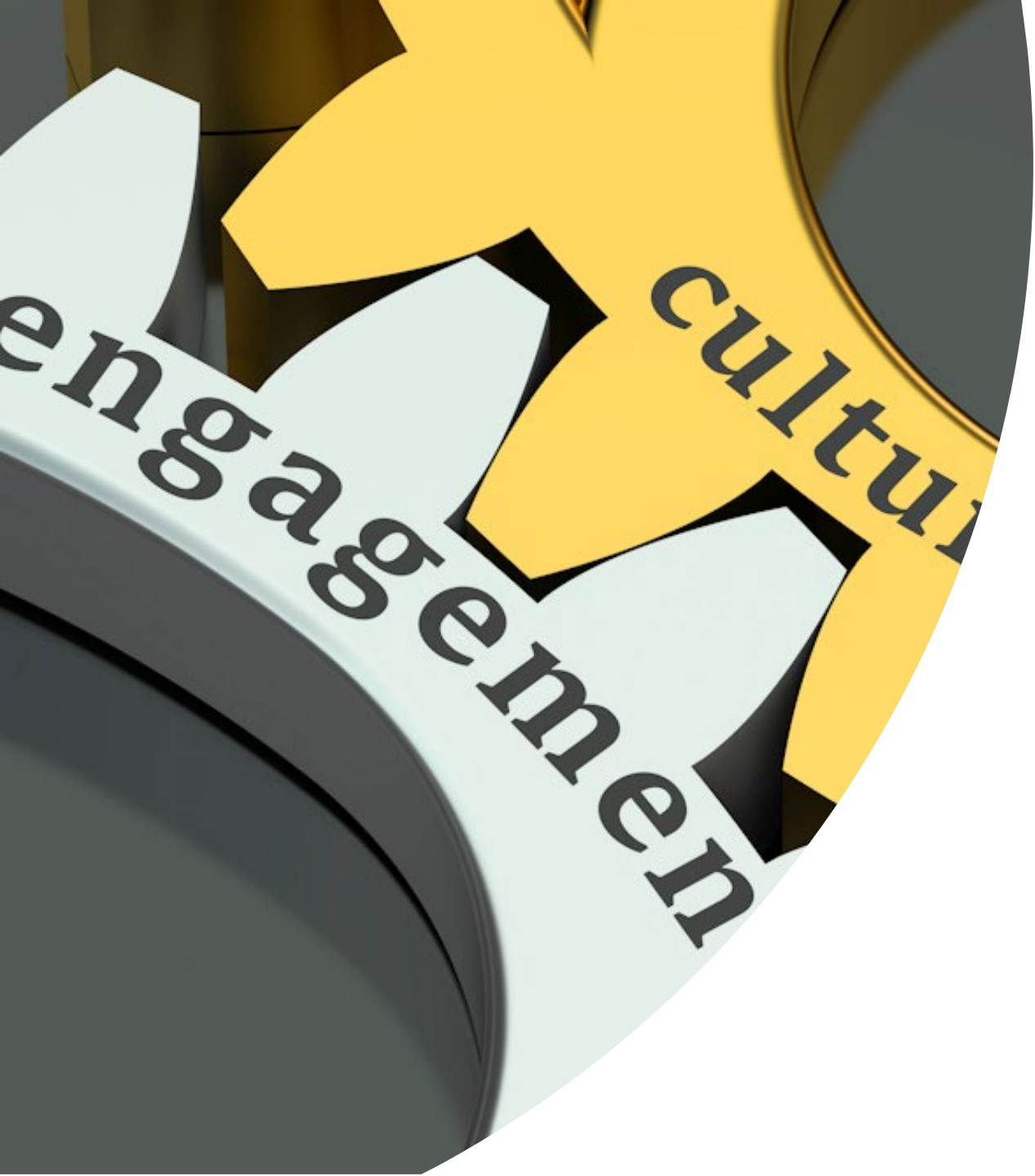
Culture is the energetic work environment that gets co-created based on how we “show up” with each other and what we give our attention.

Engagement is the level of emotional connection that individuals have with the organization, its mission, co-workers and customers, and with the work they do.



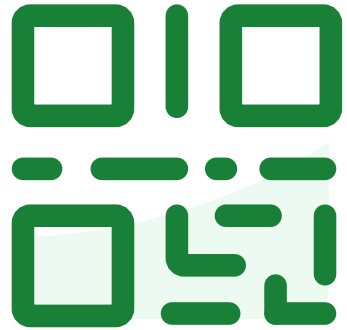
Organizational culture is observed through:

- Demonstrating organizational values in behavior – awareness and development.
- Norms and processes – habits and systems.
- Storytelling and the cultural narrative – signs, symbols, interpersonal and written communication.



Engagement is observed through:

- Feelings of pride in the organization.
- Feelings of belonging.
- Feeling appreciated and valued.
- Feeling motivated to learn and grow.
- Feeling that your work is meaningful and makes a difference.
- Feeling connected with your manager and colleagues.



Join at [slido.com](https://slido.com)  
#4212064





**How would you rate your current level of engagement at work on a scale of 1-10?**



**Which aspect of engagement do you feel most strongly in your current role? Select up to 2 responses.**



# The Cornerstone of Culture



# Visioning a Desired Culture

- Share a time you felt proud to be working with your organization (or any of the other feelings of engagement). What created those feelings?
- Culture is an energetic work environment. Describe the energetic work environment you want/desire?

# Desired Culture

- Hardworking and organized.
- Common goals and clear expectations.
- Supportive, helpful, and respectful to each other.
- Open and effective communication – integrity, well informed and updated.
- Uplifting, positive, welcoming, friendly, and fun/playful.
- Acknowledgement of work well done.

# Objectives and Agenda

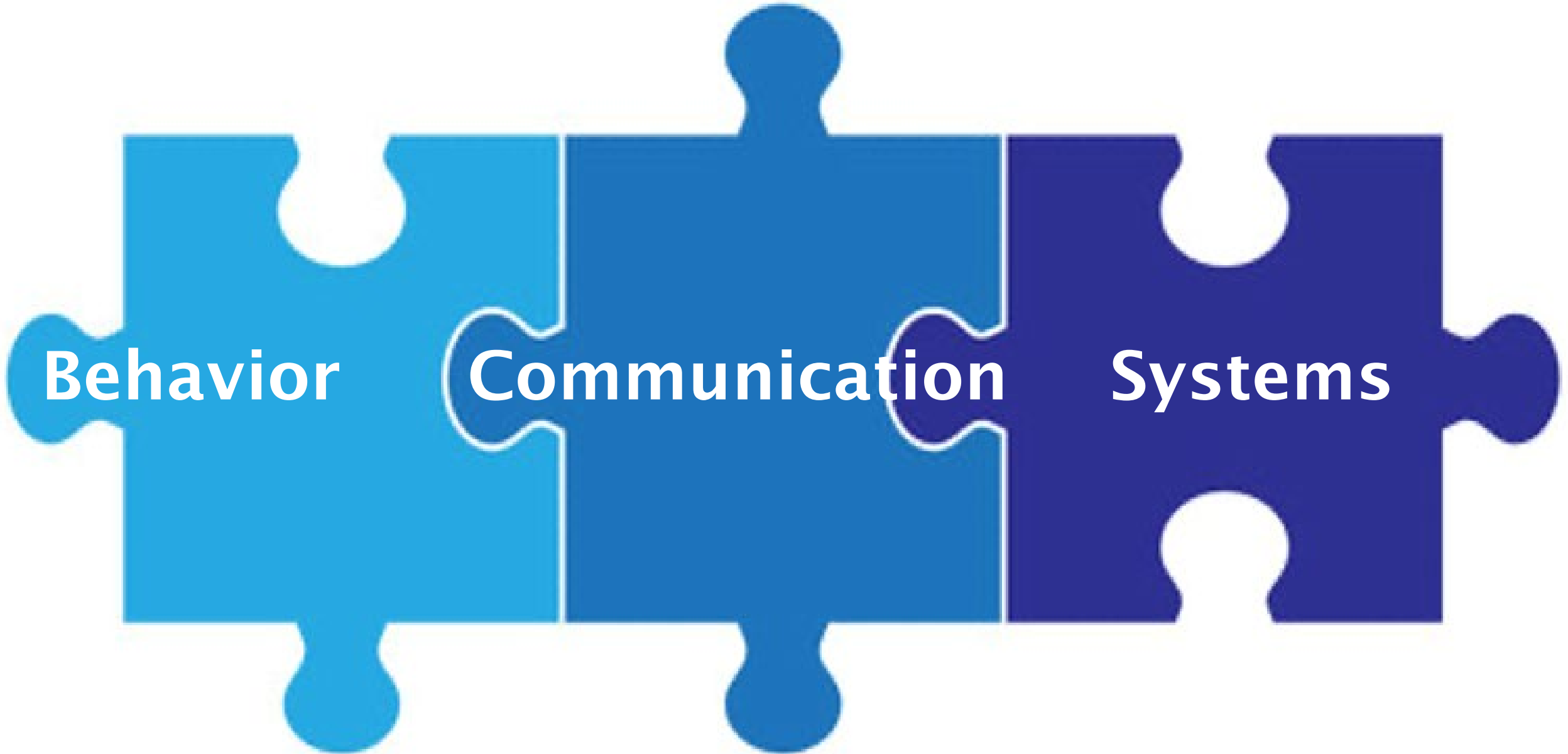
## Part Two: Roadmap

Collaborate with your professional colleagues on action plans and practical ideas that you can implement in your center to enhance engagement, boost productivity, and cultivate healthy culture.

- Understand the three components that are influential to integrating your values into your culture.
- Collaborate with and share action ideas with MNASCA colleagues.
- Build a roadmap with practical ideas that can be implemented to enhance engagement, boost productivity, and cultivate healthy culture.



# A Roadmap for the Journey



**Behavior**

**Communication**

**Systems**





**Behavior**

# CORE VALUES

**Define your values as behaviors.**



**To what extent do you feel your organization's core values are currently reflected in day-to-day operations?**

# RESPECT



Think of someone you would describe as respectful.  
Someone that lives the value of respect.

The reason you have that image of them is because of how they behave. How do they behave?

A blue-tinted photograph of a hallway with people walking. The text "5' - 10' RULE" is overlaid in white, bold, sans-serif font. The background shows a woman in a white top and dark pants walking towards the camera, and a man in a dark shirt walking away from the camera. The hallway has a light-colored floor and walls, and there are windows or glass doors on the left side.

**5' - 10' RULE**



THUMBS UP!

Impressive

Great Job!

WAY  
to  
go

YOU'RE THE BEST

YOU

A photograph of two women in a professional setting. The woman on the left has her hair in a bun and is wearing a white and black striped shirt. The woman on the right has dark hair and is wearing a colorful patterned sweater and glasses. They are both looking at each other, with the woman on the right gesturing with her hands as if speaking. In the background, another person is visible, slightly out of focus. The overall scene suggests a coaching or feedback session.

# Coaching and Feedback





LEADERSHIP



**Communication**

# About Us

## WELCOME, FROM BILL NELSON, CEO



For over 50 years, our facilities have evolved to meet the growing health care needs of the Mille Lacs area. Our primary goal is still the comfort and care of our patients and nursing home residents. Our employees and medical staff are committed to our mission to improve the health and well-being of area residents and visitors.

As always, your opinions and suggestions are very important to us. We encourage you to contact us at any time if you'd like to share your thoughts in a particular manner.

Our website will provide you with access to information on our available services, special events, employment opportunities, medical staff, and general health education, and more.

Thank you for placing your trust in us to assist you with your medical needs. We're privileged to be able to serve you.

*Sincerely,*  
**Bill Nelson**, Mille Lacs Health System CEO

## Our Mission

"To assist those residing in and visiting the Mille Lacs area in achieving and maintaining optimal health."

## Our Organizational Values

- We hold a reverence for life.
- We strive to ensure access for all.
- We strive to serve all with compassion and hospitality.
- We believe in open, honest and direct communication at all levels.
- We believe collegiality, teamwork, and participation are necessary for excellence.



Celeste Gardner 

Inbox - georgine@georginemadden.com January 31, 2022 at 2

Availability in March for Zoom training

To: Georgine Madden



 Siri found updated contact info Celeste Gardner (320) 762-6022

Hi Georgine,

Hope you are well. Can you send my your availability for March as we are still trying to coordinate the 2 Zoom Virtual Alomere Experience trainings and are run into a few challenges with Dr. Dittberner's schedule.

I think you had indicated that you had a trip planned for March but could not remember when that was.

Thanks much, as we want to get this booked ASAP.

With gratitude,

Celeste Gardner, SPHR, SHRM-SCP

Director of Human Resources

[Alomere Health](#)

111 17<sup>th</sup> Ave E

Alexandria, MN 56308

(320) 762-6022

[cgardner@alomerehealth.com](mailto:cgardner@alomerehealth.com)



ALOMERE  
HEALTH

Integrity | Compassion | Excellence | Hospitality | Accountability

**Our values:**  
**Integrity • Responsibility**  
**Care • Openness**



June 2030

# New Happenings

Company

www.company.com

Keep posted on the latest happenings

## Newsletter Highlights

2030 Trend & Revenue Forecast

CEO Reflections

Congratulations Chelsea!

Event Highlights & Upcoming Workshop



## 2030 Trend & Revenue Forecast

Prepared by Roy Smith

This introduction paragraph is excellent to explain why they should adopt your idea. Starts by showing the bright future by showing the success or goal you want to achieve and how your idea will contribute to achieving success. Generally, an introduction paragraph works best in 6-8 lines.

Read more [here](#)

## CEO reflections

You can include a quick description or quote in this section. Try to keep it brief, between 5-6 lines is a good length to have for this column.



## Our Employee Of The Month!



**Chelsea Smith**  
Marketing Manager

- List Achievement 1
- List Achievement 2
- List Achievement 3



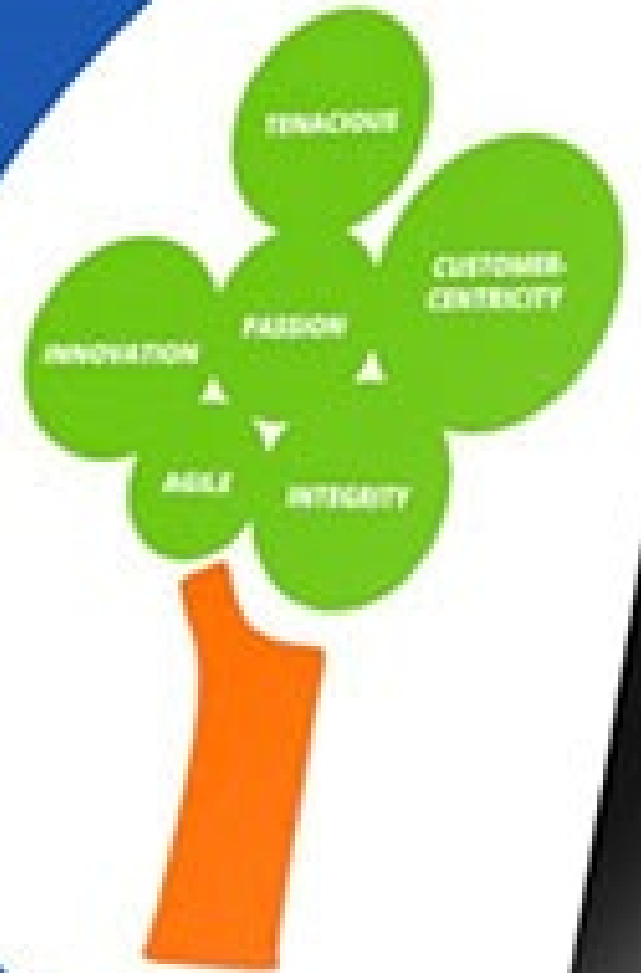






*Idealize Industries*

**COMPANY VALUES**  
*Our Tree of Values*





**Systems**

PROMOTE  
RETAIN  
MOTIVATE  
RAISE  
HIRE!  
REVIEW  
TRAIN  
MENTOR  
ONBOARD  
EVALUATE





CONFIDENTIAL

## Employee Performance Evaluation

Area	Rating	Comments
Quality of Work		
Quantity of Work		
Attendance		
Teamwork		
Communication		
Problem Solving		
Customer Service		
Initiative		
Adaptability		
Leadership		
Professionalism		
Overall Performance		



Mis Vision Goal Objec KPI Action

je tive

# Strategic

# Planning

Success  
Manager  
Teamwork  
Reso

# Teamwork

Innova  
Management

Mission  
ion

SWO

CUSTOMER  
SATISFACTION



EMPLOYEE ENGAGEMENT





**What action do you think would have the biggest positive impact on workplace culture in your organization?**

# Building your Roadmap

- How does your organization currently cultivate a healthy and productive workplace culture?
- What personal experiences have shaped your engagement and participation in co-creating culture? What action ideas emerge through those insights?
- What ideas would you like to implement in your organization to cultivate a healthy and productive workplace culture?

# Keep in touch.

Georgine Madden

Organizational Development Consultant

GEORGE: Purpose, People, Performance, Ltd.

[georgine@georginemadden.com](mailto:georgine@georginemadden.com)

612.619.20980

[www.linkedin.com/in/georginemadden](http://www.linkedin.com/in/georginemadden)

thank you



**Audience Q&A was removed**



**Share your feedback on this session:  
Cultivating a Healthy and Productive  
Workplace Culture**