



Trust, Truth & Transparency

Building a Culture that Lowers Risk

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When something goes wrong, what's your
team's first **INSTINCT?**



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The link between Culture & Compliance



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Crucial Conversations

Tools for Talking with Stakes are High

By Patterson, Grenny, McMillan, and Switzler



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85% of employees say they
faced a **conversation**
they knew was important and
avoided it.



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70% of corporate failures are
tied to failures in **conversation**
not knowledge.



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Employee accountability
improves by **40%** in
organizations that train staff in
crucial **conversation**
tools.



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Stewarding a culture of trust, transparency
and truth.

- It's an all-hands-on-deck expectation
- Defining what collaboration and behaviors look like.
- Identifying rhythms of communication.
- Disagreeing will make you stronger.
- Prioritizing self-accountability and an organizational commitment to providing space for saying what needs to be said.



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How are we cultivating a culture
where people **feel** safe and
heard – even when disagreeing?



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Are we as leaders walking the
talk, consistently **modeling** the
values and behaviors we say are
important?



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WARNING SIGNS:

Saying one thing and **doing** another.

Are principles **abandoned** when a high performer or a seasoned leader violates a core value? 

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Trust is complicated.



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Trust **grows** when we
acknowledge that our experience
is not everyone's experience and
we are truly willing to listen
to the difference.



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Embedding culture into compliance:

Consider ways to add
cultural indicators
into your compliance checklists.



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Embedding culture into compliance:

*What opportunities are present to **cross-reference** data that could provide best practices or the need for training?*

- Employee Engagement results by department and shift
- Department turnover
- Department and shift incidents
- Insurance claims



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Embedding culture into compliance:

After providing cultural compliance training:

- Hold a case study discussion – how did the staff apply compliance principles in the gray areas?
- Conduct a pulse survey that uses questions to determine perceptions of fairness, trust, and transparency.



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Embedding culture into compliance:

Following an issue, consider evaluating if it was preventable:

- Was the issue foreseeable based on past feedback or cultural warning signs?
- Was there hesitation to report? Why?



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Discussion



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