



Producing Individual and  
Organizational Success

## Culture Change/Core Values Development

Core values define what is important. The process for developing and/or clarifying core values should be a leadership priority and not just be a bottom-up, consensus-driven initiative. Leaders need to drive this process and they should be most responsible for ensuring that the core values are considered in all strategic and operational decision-making. The development of core values should result in more than just nice, clever posters displayed in the workplace or on the website. Once identified they should be used to create specific standards (behaviors), along with associated policies and practices that can be followed consistently by each member of the organization.

### Solution-Based Services:

- Design and lead a multi-level approach involving executives, senior managers, and first-line managers.
- Facilitate meetings with executives to review existing values, and uncover unidentified values that should be considered.
- Facilitate meetings with senior managers to review existing standards, and identify new standards that can be used to guide the culture so that the core values become a real and significant part of the way the organization operates.
- Facilitate meetings with first-line managers to identify examples of existing and/or proposed practices and policies that are consistent with the standards.
- Facilitate meetings with executives, senior managers, and first-line managers to determine what is needed to help reinforce the standards and practices.

### **Delia and Associates**

2055 Lombard Street, #470202

San Francisco CA 94147

650-787-9196

Jdelia@deliaconsulting.com

Deliaconsulting.com