



Cultural Evolution





What is Culture?

- ❖ An organization's culture is its self-sustaining patterns of behaving, feeling, thinking, and believing, that determine "how we do things around here."
- ❖ Sets the context for everything we do.
- ❖ Is reflected both internally and externally.
- ❖ Developing our culture is an investment into our organization so we become healthier and stronger and better positioned to serve our community.

Background.....

GOAL - identify and assess the alignment of the organization's dominant cultural traits with its organizational vision.



- ❖ PwC was engaged by PRP to conduct a Cultural Assessment.
- ❖ Identified the behaviours that are supporting the organization's goals, and those that have the potential to act as barriers to PRP's success.
- ❖ The most effective way to change culture is by conditioning desirable behaviours.

Why Culture?

- ❖ Commitment to focus on our people, our work and our community.
- ❖ To ensure that our **perspectives** and our **actions** meet the **changing needs** of our community.
- ❖ Make transformational changes to our **mindset** and **behaviours** that will ultimately develop into the **organizational culture**.
- ❖ Ensure that we are “good on the inside” and allow that to permeate for us to do “good on the outside”.
- ❖ To **better serve** our people and **community** and meet their needs and expectation.



Why should we care?

- ❖ A good culture doesn't happen by chance; it needs to be deliberately managed to align with and support our organizational vision.
- ❖ Build trust, respect and honour the dignity for each other and our community.
- ❖ Increase communication and engagement of our membership and community partners.
- ❖ Enables a Collaborative approach to design, develop and deliver services tailored to our communities needs.





The Journey

- ❖ A significant transformation; a strategic approach to evolving our culture.
- ❖ PRP is taking small steps (actions) that will eventually lead to huge leaps.
 - ❖ Short, mid and long term actions
- ❖ Designed to achieve a healthy workplace by being Inclusive, Engaged, Innovative and Progressive.
- ❖ Provides the context for the organization to ensure the rights and well-being of all through service excellence and community engagement.

Steps on the journey



Transparent Communication

Created engagement opportunities with Senior Leadership to develop transparent communications.



Recognition

Re-imagining Peer to Peer recognition as ways to celebrate our successes or simply to provide a mechanism to say thank you.



Diversity, Equity & Inclusion

Internal Support Networks such as our Unity Network whose mandate is to contribute to the positive career experiences of all women within our organization.

The Actions

- ❖ The actions we are taking will focus on the **mindset** and **behaviours** of the **individual**, which in turn will lead to an **organizational culture** shift.
- ❖ Ensure the development and implementation of **systems** to support the **future state organizational culture**.
- ❖ A continuous investment in our people to successfully position them to serve our **community**.



A Safer Community, Together