

# Enhancing Organisational Culture

**Date:** 27 July 2018

**Time:** 11:00am – 12:00pm

**CPD:** 1 hour



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## Webinar – Enhancing Organisational Culture

### Topic Outline

Culture is a word that is regularly used in organisational environments, and over the last 10 – 15 years the onus has been heavily placed on Human Resource (HR) Departments to ensure the culture of their organisations remains healthy, and supports strong levels of performance. To further enforce this fact, HR Departments are now commonly referred to as the *People and Culture Team*. This raises an important question being – Is it only the P&C Team that are responsible for Organisational Culture? If not, how does everybody at every level of the organisation contribute to a culture that results in strong and sustainable performance?

The definition of Organisational Culture that will be utilised as a base for this webinar is: “Organisational culture represents the collective values, beliefs and principles of organisational members, and is a product of factors such as history, product, market, technology, strategy, type of employees, management style, and national culture. Culture includes the organisation's vision, values, norms, systems, symbols, language, assumptions, environment, location, beliefs and habits”. (Needle 2004)

This webinar will explore Organisational Culture as it relates to the mutual sector, which is very timely based on what the Banking Royal Commission has had to say about the culture in some of the major banks. Some of the ‘cultural myths’ relating to the mutual sector will also be discussed, particularly those that have developed over a long period of time and may be limiting organisational success.

The webinar is also designed to provide thought leadership and guidance on some of the key *cultural planks* required to ensure organisational strategies come to life including:

- Being clear about and effectively communicating the Organisations Vision, Strategy and Goals.
- The translation of the Organisations Vision, Strategy and Goals into tangible and measurable actions.
- Engaging and valuing your people in a way that makes them feel like part of the journey v simply a passenger on a train to an unknown destination.
- Monitoring and managing performance from all cultural aspects.
- Challenging norms in the name of innovation.
- Building organisational resilience.
- Celebrating success, before moving onto the next challenge.



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### Who is this for?

HR, People and Senior Managers interested understanding the ‘double-edged sword’ of organisational culture!

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**Cost:** \$110.00 incl. of GST per person. Where there is more than one registrant for a particular webinar from the same organisation, a discount to the value of \$55.00 will accrue for each registrant beyond the first registrant, and will be refunded to the organisation in a single payment following the webinar.

### Cancellations and Transfers

A 50% refund is available for cancellations received with one weeks’ notice of the webinar start date. Cancellations received within one week of the webinar will receive no refund. Registrations however can be transferred to an alternative participant at any time.

### Payment Options

Payment can be made via EFT or credit card via the Online Registration Process (note: 2% surcharge for card payments). The Online Registration Process will generate a tax invoice, which in the case of EFT payments must be forwarded to the registrants Accounts Payable area to ensure payment. All card transactions are processed immediately.

Where an authentication code is requested, please contact Kayley Segalla.  
Email: [kayleys@ism.nsw.edu.au](mailto:kayleys@ism.nsw.edu.au) Phone: 02 9744 5717.





## Webinar – Enhancing Organisational Culture

### Our presenter



### Scott Dargan – Principal, Natural Mind Concepts

Scott had had over 25 years experience in the corporate world, primarily in banking and finance. He has also been operating as a management consultant, speaker and facilitator in the corporate, government and community environments for the last seven years.

He has practical experience in Strategy Development, Frontline Sales and Service, Sales and Service Management, Operational and Risk Management, Change Management, Contact Centre Management, and Recruitment and Cultural change. Scott is MBA qualified in the fields of People, Organisational and Change Management.

Scott also brings significant facilitation experience in a dedicated Cultural Transformation environment with a proven track record in developing high performance environments through increasing the use of emotional intelligence to increase staff engagement, individual and team effectiveness, and overall productivity.



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