

UPDATED FOR 2021

W O R K P L A C E



START A CONVERSATION

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#MyWorkCulture
#SHRM21

CONVOS & COFFEE

Business strategy alone is not enough for an organization to thrive. It takes a strong organizational culture that is supported by strategy *and* structure.

To create better workplaces, first we must improve the cultures that fuel them, one honest conversation at a time.

Let's talk about workplace culture!

1. Invite a colleague to coffee
2. Use these cards to start a conversation
3. Listen and ask good questions
4. Use insights gained to make your workplace culture better

More than half (53%) of Working Americans who left a job due to culture claim People Managers are the main reason they ultimately left.

- How is your organization investing in developing managers to reduce turnover?
- What are some qualities in a manager that you strongly value?

More than 1 out of 4 Working Americans (27%) do not think that their People Manager encourages a culture of open and transparent communication.

- At your workplace, do you believe people managers are adequately trained to handle open communication with their employees?
- Talk about the importance of trust within an employee to manager relationship.

**An overwhelming majority
(94%) of People Managers
agree a positive
organizational culture
creates a resilient team.**

- What does resiliency mean to you?
- What does your organization do to foster a resilient culture?



**3 out of 5
Working Americans (61%)
rate their workplace
culture as good.**

- What do you believe are key aspects of a strong workplace culture?
- Name elements of your workplace culture that need improvement. Why?

Nearly 3 out of 5 Americans (59%) leave work feeling exhausted. Women (64%) were more likely to leave work feeling exhausted as compared to men (54%).

- How does your organization address burn out?
- What do you believe is the best approach to healthy work-life integration?

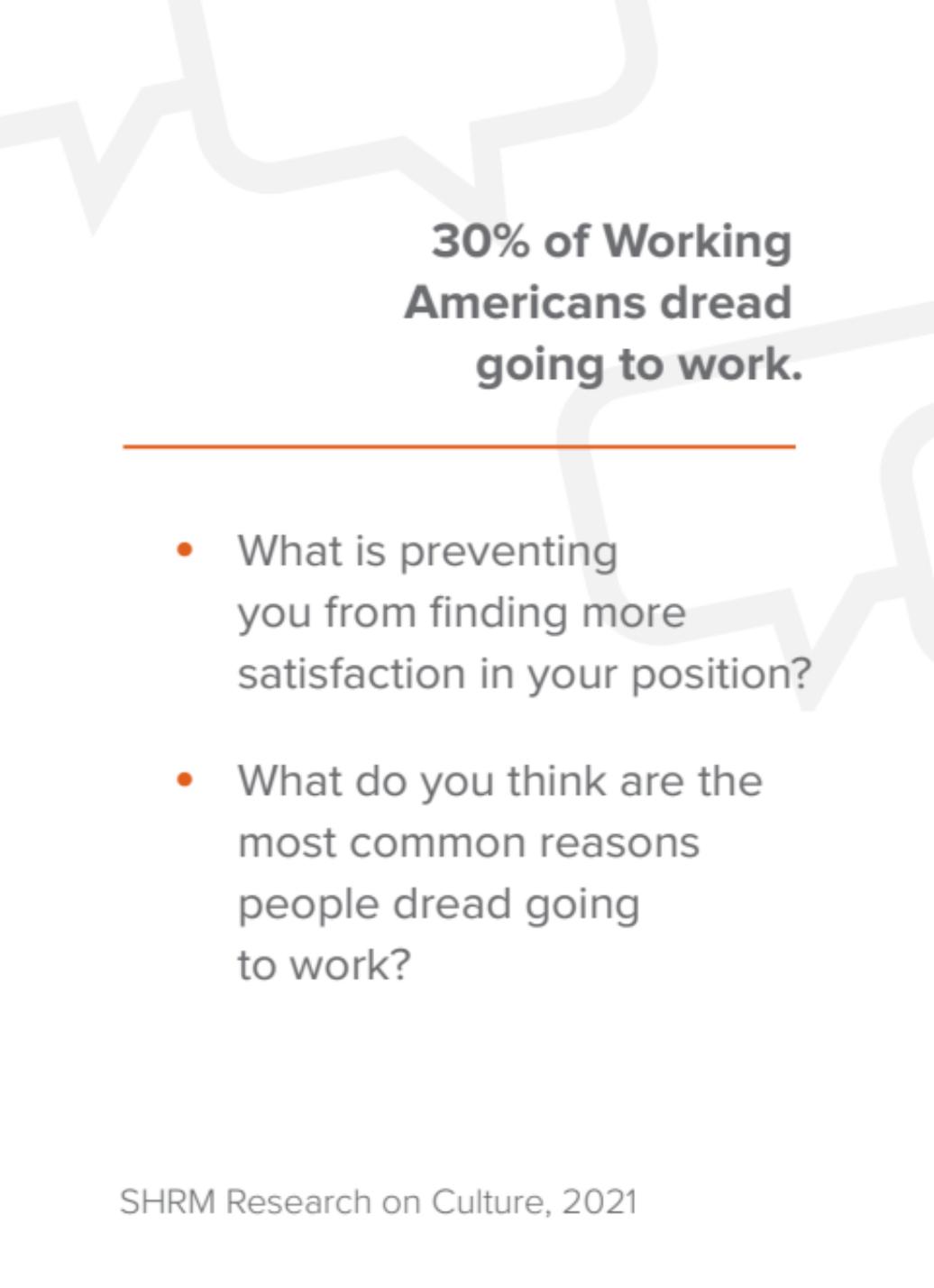
**Over 3 out of 4 (76%)
of working Black
Americans are more
likely to leave work feeling
exhausted as compared to
Working Americans who are
White (54%) or Hispanic (58%).**

- How does exhaustion in the workplace relate to racial bias?



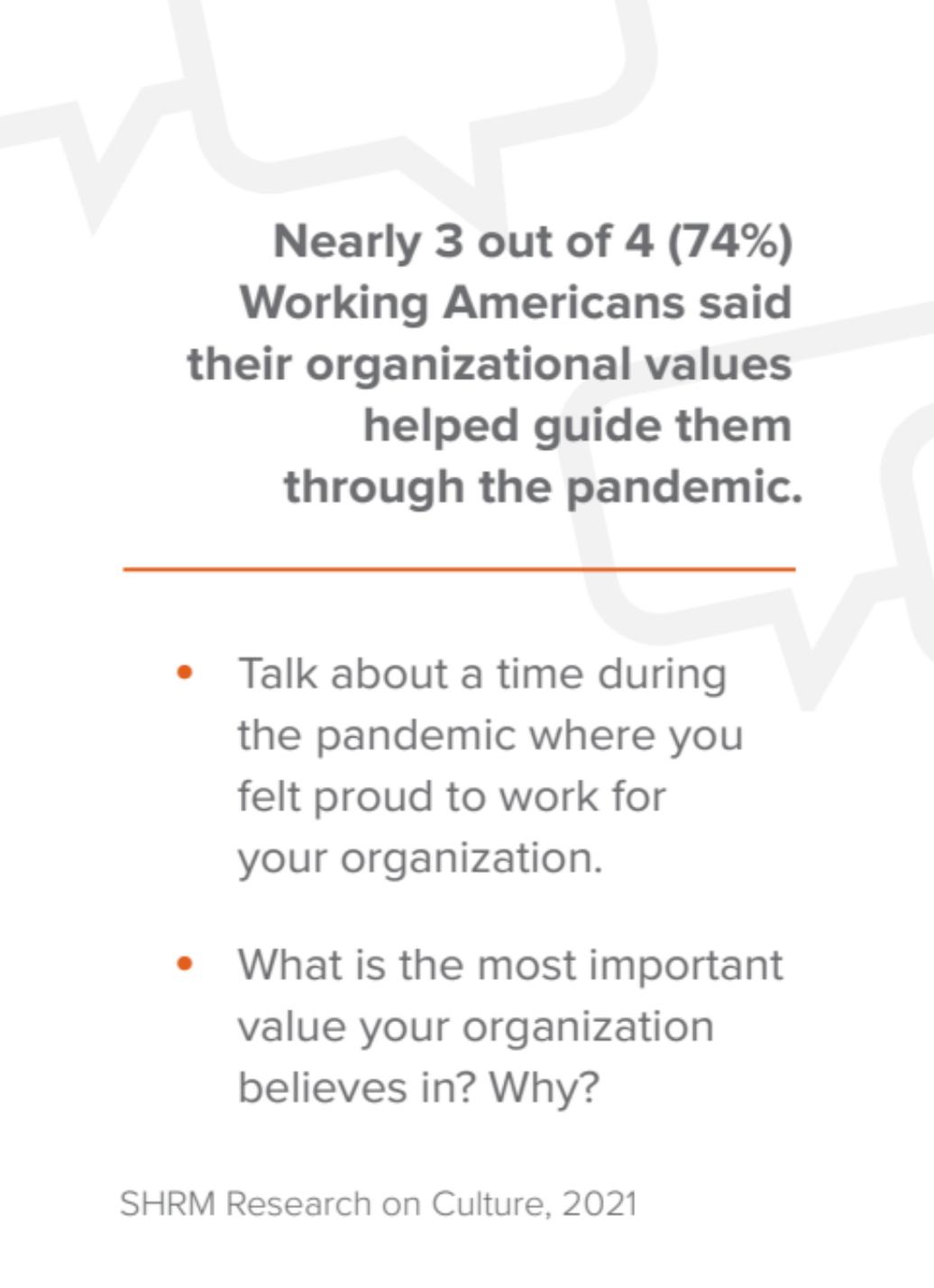
Over half of Working Americans (52%) have thought about leaving their organization.

- In the past, what has been your primary cause for switching jobs?
- How are you or your organization actively working to keep good people?



**30% of Working
Americans dread
going to work.**

- What is preventing you from finding more satisfaction in your position?
- What do you think are the most common reasons people dread going to work?



**Nearly 3 out of 4 (74%)
Working Americans said
their organizational values
helped guide them
through the pandemic.**

- Talk about a time during the pandemic where you felt proud to work for your organization.
- What is the most important value your organization believes in? Why?

Can you explain the difference between diversity and inclusion?

- What mistakes do organizations make with diversity and inclusion?
- Share an example of how having a diverse workforce has affected your organization.

Strong workplace cultures are based on strongly held and widely shared sets of beliefs that are supported by strategy and structure.

- At your workplace, do employees know how leadership would want them to respond to any situation?
- At your workplace, do employees believe the response expected of them is the proper one?

What does the phrase “Better Workplaces, Better World” mean to you?

- To what extent do you believe workplace issues impact the wider world?
- How can workplace change make a difference in society at large?

Depression alone is estimated to cause 200 million lost workdays annually.

- Investing in mental health and wellness in the workplace increases retention and productivity; lowers absenteeism and reduces potential liabilities. What can I do today?
- How can we work to eliminate the stigma around employees' mental health at my workplace?

WHAT DOES A STRONG
WORKPLACE CULTURE
LOOK LIKE TO YOU?

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Is your organization investing in Talent Strategies, DE&I, Mental Health and Training & Development?

- Are you equipped to train your new people managers across all departments?
- What mistakes do organizations make regarding mental health in the workplace?

SHRM has tools for HR leaders, executives & people managers. Let us help you create a better workplace today.