BoardPro™

Cultivating board culture for effectiveness and impact

Special Guest **Georgia Henry**

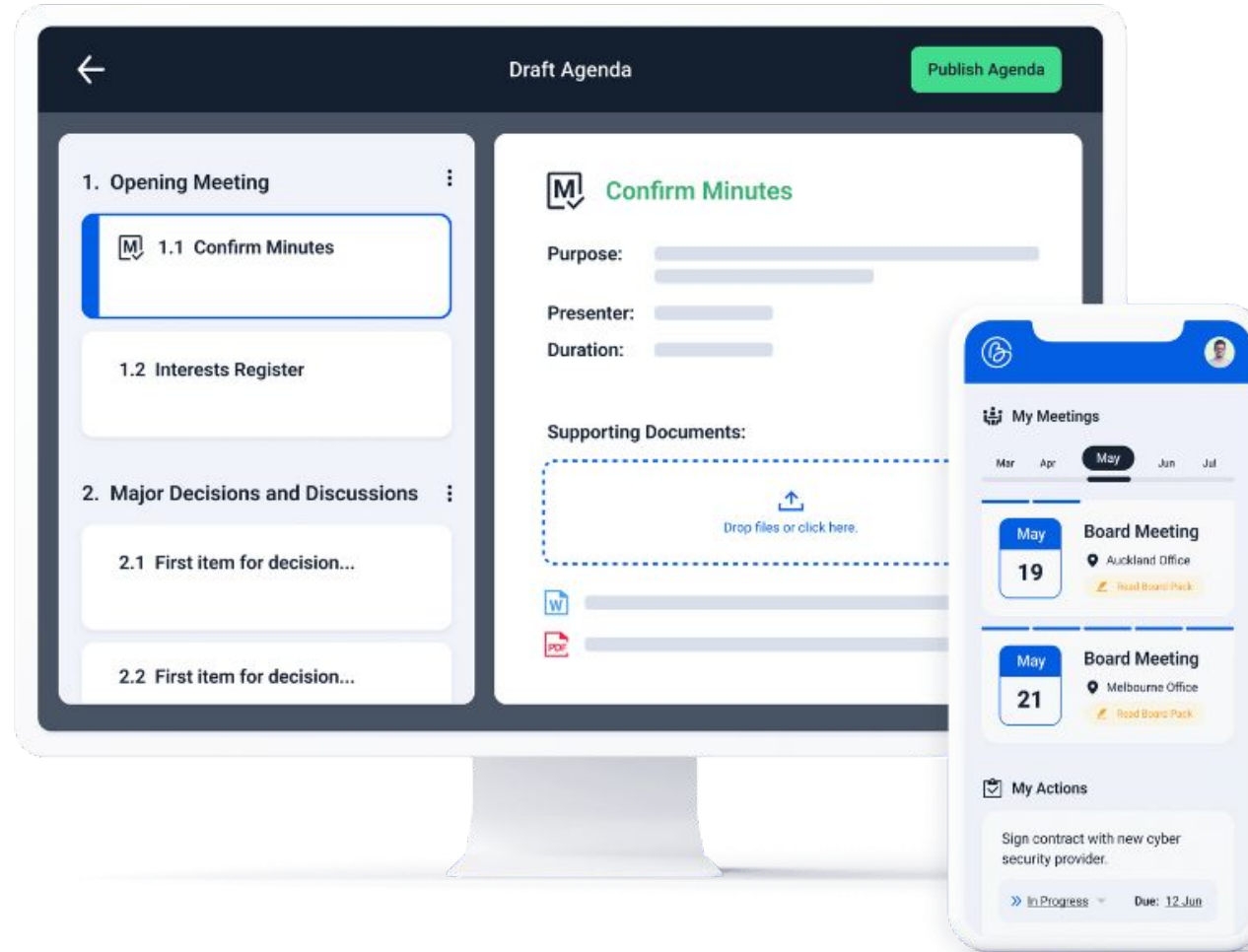Congratulations
Marissa Chilcott
Executive Officer

Australian and New Zealand Society of Nephrology

ANZSN

Making the fundamentals of governance free and easy to implement

Governance Made Easy

Governance Resource Centre

Explore free governance resources for growing your organisation and adopting good governance practises. From meeting minutes templates to CEO reporting templates, our comprehensive guides and templates will cover your governance and business essentials.

Content type ⌄   Topic ⌄   Persona ⌄   Search 🔍

Slides, webinar video, white paper and transcript will be sent to you. Relax, listen and ask questions

Georgia Henry

Founder / CEO
Henry Reed

Dauniika Maclean

Managing Director
Board Administration Services

Julie Garland McLellan

Managing Director
The Directors Dilemma

The importance of board culture

Like the operating system in a computer, culture is the enabling environment for everything an organisation does.

Elizabeth Broderick, AO

01

Effectiveness for the organisation, and individuals

02

Impact on results, risks, value creation and opportunities

HENRY REED

Why is cultivating culture difficult?

Because it involves people!

→ Responding to emotions

→ Being vulnerable

→ Leading with emotional intelligence

→ Having difficult conversations

→ Fostering relationships

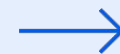HENRY REED

It is not optional; it is an obligation.

Duty of care

Your duty of care is a responsibility to make sure that you and other people are safe in the workplace.
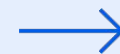
Model WHS Legislation

A person conducting a business or undertaking (PCBU) must manage the risk of psychosocial hazards in the workplace.
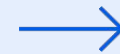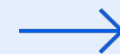
They arise from, or relate to:

⟶ The Design or Management of Work

⟶ A Work Environment

⟶ Plant at a Workplace, or

⟶ Workplace interactions or behaviors

HENRY REED

Aligning board culture with organisation culture

Creating Culture &
Organisational Effectiveness

IMPACT

EXPERIENCE

LEADERSHIP

FRAMEWORKS

IDENTITY

Purpose · Values · Vision · Risk · Governance · Strategy · Of Others · Of Self · Of the Organisation

Competitive Advantage · Employee Experience · Stakeholder Experience · Mitigation of Risk

Customer Experience

Financial + Non-Financial Results

Henry Reed © 2021

Cultivating Culture

Intention
Clarity
Alignment
Trust
Psychological Safety
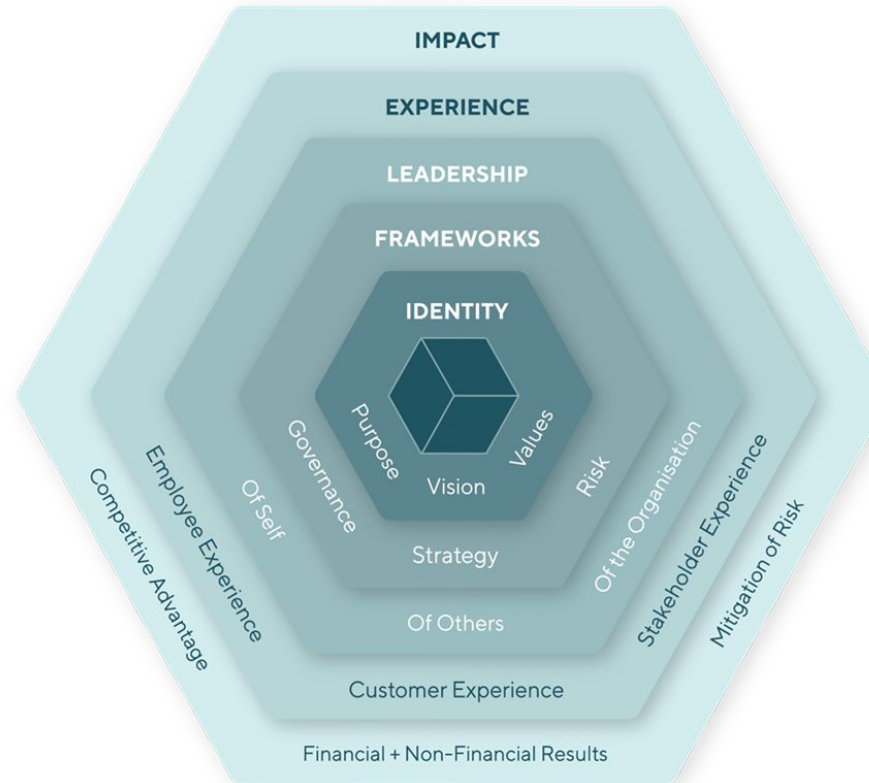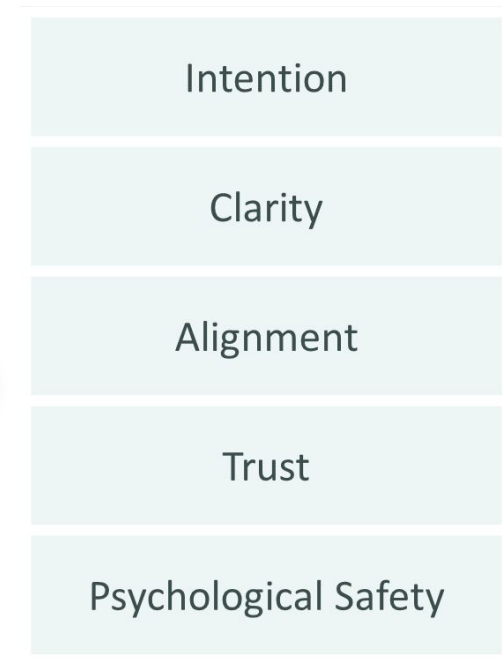
Fostering psychological safety in the boardroom

→ Control / dominance

→ Micromanagement

→ Manipulation

→ Disrespect

→ Bullying

→ Inappropriate behaviour

→ Lack of emotional regulation

Psychological Danger

Fear of admitting mistakes

Blaming others

Less likely to share different views

«Common Knowledge Effect»

Psychological Safety

Comfort admitting mistakes

Learning from failure

Everyone openly shares ideas

Better innovation & decision-making

Fostering psychological safety in
The boardroom

Prioritise people

01 Set and reinforce behavioural expectations

02 Address issues in real time

03 Rebuild trust by demonstrating authenticity, credibility, empathy, and focusing on collective not self-interest.

04 Establish processes for feedback, performance review, conflict resolution

05 Engage an independent facilitator to help resolve conflicts and rebuild relationships

HENRY REED

Navigating culture challenges with diverse boards

Diversity of

⟶ Board experience

⟶ Lived experience

⟶ Skills, knowledge & capability

⟶ Roles

⟶ Interests, priorities & passions

⟶ Education

⟶ Thought

Create alignment and clarity of expectations

→ Foster open communication

→ Identify and eliminate bias

→ Roles and responsibilities

→ Board induction

→ Mentoring

→ Continuing education

→ Board evaluation & performance

→ Supporting governance

Navigating culture challenges with diverse boards

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Breakdown of board, CEO, and executive relationships

01 Lack of trust

02 Hesitancy to share information

03 Fear of reprisal

04 Poor communication

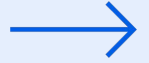**05** Issues are not escalated

06 Risks are understated

07 Execution of strategy is compromised

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Breakdown of board, CEO, and executive relationships

Address as a priority or it will have serious repercussions

01

Establish rules for engagement

02

Role model psychologically safe behaviours

03

Develop connection and understanding
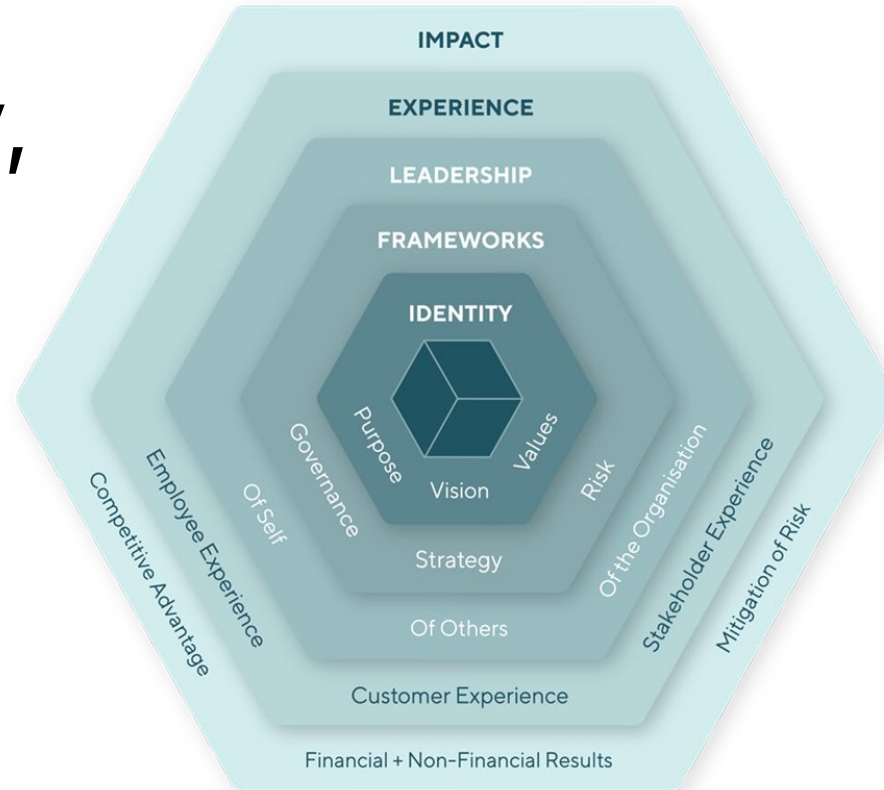
04

Rebuild trust

05

Celebrate successes

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Assess, identify, cultivate, correct, and/or redesign

Creating Culture &
Organisational Effectiveness

IMPACT

EXPERIENCE

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FRAMEWORKS

IDENTITY

Purpose

Values

Governance

Vision

Risk

Of Self

Of the Organisation

Competitive Advantage

Employee Experience

Strategy

Stakeholder Experience

Mitigation of Risk

Of Others

Customer Experience

Financial + Non-Financial Results

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Cultivating Culture

Intention
Clarity
Alignment
Trust
Psychological Safety

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Webinar Schedule

Oct - Dec 2024

104.	How to think differently about whole of business governance	On Demand
105.	How to create your annual operating plan	On Demand
106.	Developing CEO KPIs and Performance Management frameworks	On Demand
107.	The AI Playbook: How to Elevate Your Governance Game	On Demand
108.	Cultivating Board Culture for Excellence and Impact	On Demand
109.	From conflict to Innovation	Dec 5
110.	Identifying and managing conflict of interest	Dec 12
111.	The purpose and function of advisory boards	Dec 19

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Thank you