



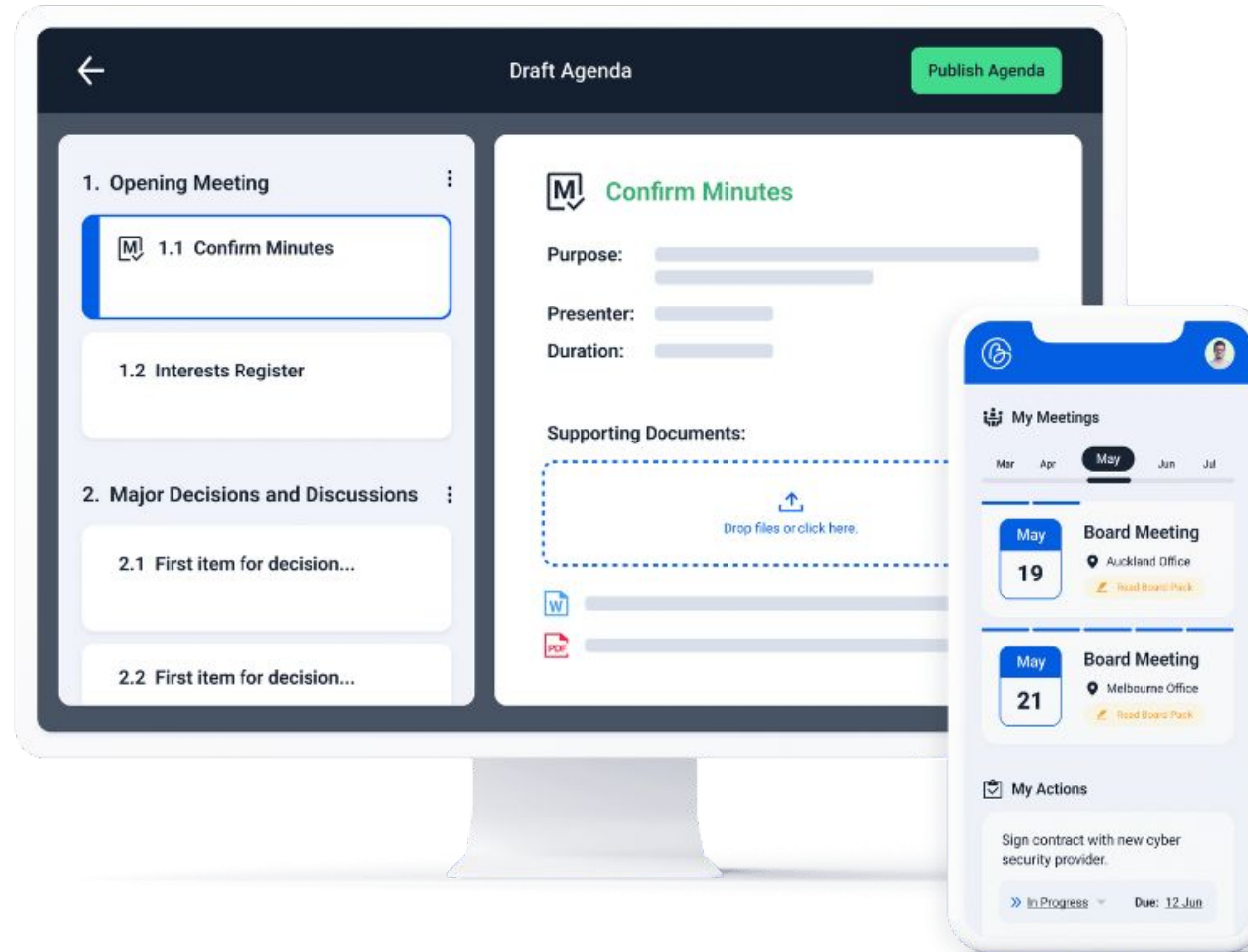
Exposing

**the hidden risk of
organisational culture**

With special guest: Georgia Henry









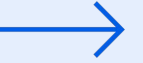
**Making the fundamentals of
governance free and
easy to implement**



Governance Made Easy

Governance Resource Center

boardpro.com/resource-centre



Georgia Henry

CEO and Founder
Henry Reed



Steven Bowman

Managing Director
Conscious Governance



Lisa Cook

Managing Director
Get on Board Australia



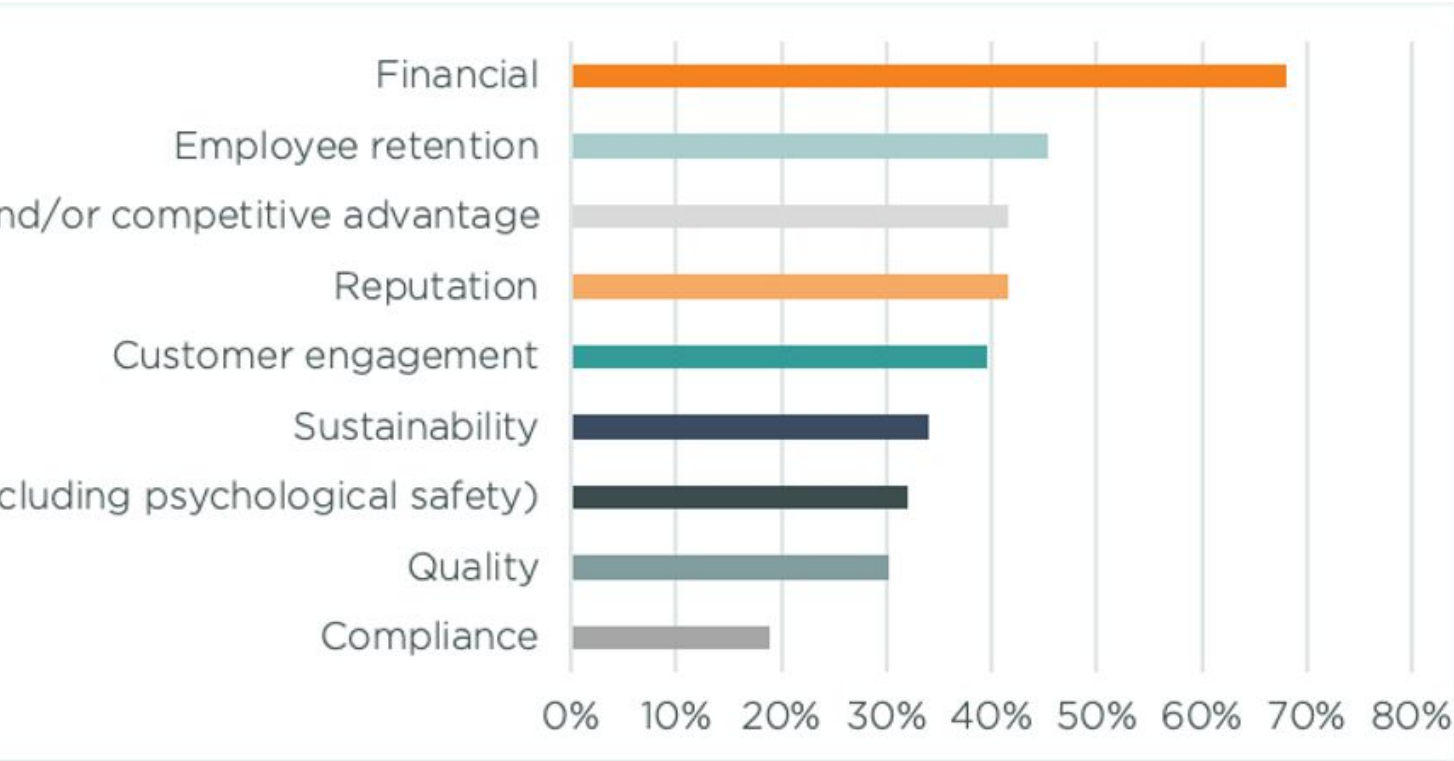
Identified areas of risk from culture



Data from HENRY REED's 2020 Culture Research Study



Lets compare



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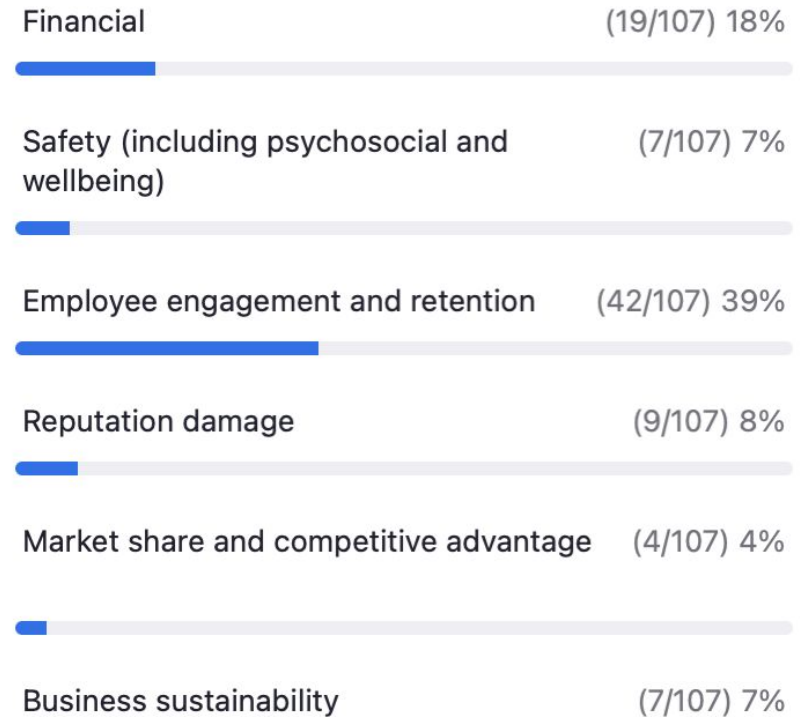
Attendee Poll

00:00:58 | 1 question | 107 of 147 (72%) particip...

ED
ALISTS

1. What is the primary area of risk based on identified issues in your organisation? (Single Choice) *

107/107 (100%) answered



Data from HENRY REED's 2020 Culture Research Study



HENRY REED
CULTURE & LEADERSHIP SPECIALISTS

The ownership, accountability and decision-making responsibility for culture within an organisation, influences the effectiveness of culture impact and risk focus.



Data from HENRY REED's 2020 Culture Research Study



Understanding culture to identify risk



HENRY REED
CULTURE & LEADERSHIP SPECIALISTS



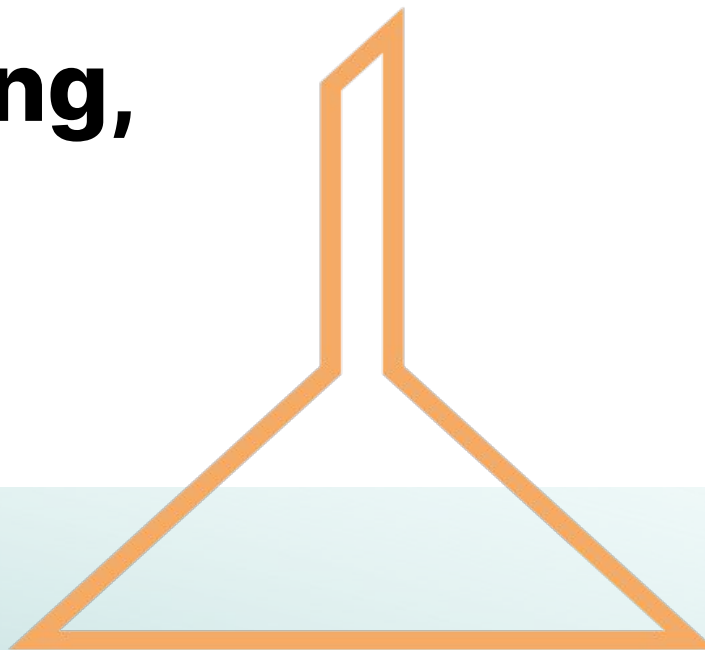
Artefacts, overt behaviours, language, policies, work practices, organisation structure, leadership style and more

Emotions, bias, assumptions, covert behaviours, legacy thinking, unwritten ground rules, attitudes, misalignment of personal and organisational values and beliefs, resilience, decisions and responses, informal networks, influence, and more



Information received by the board

The risk of filtering, sanitising and prioritising

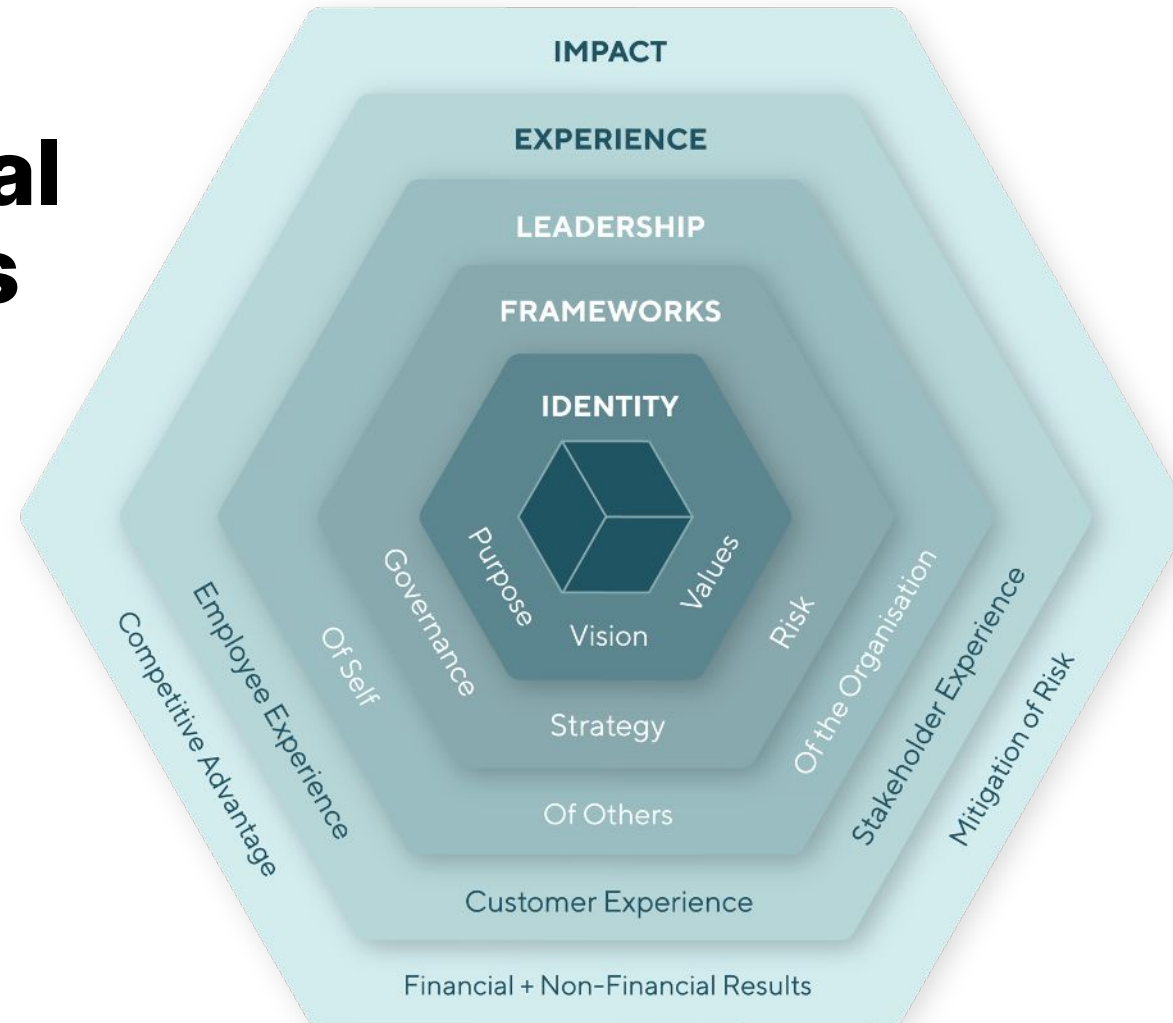


Complaints, business metrics, stories and anecdotes, non-reportable incidents, risk assessments, exit interviews, successes, celebrations, challenges to policy, leadership behaviours, performance issues and more



HENRY REED
CULTURE & LEADERSHIP SPECIALISTS

Culture & Organisational Effectiveness





STRATEGY

Culture elements must be embedded in strategy and alignment of these considered in all key decisions

Developing & maintaining culture must be considered as a key strategic objective that is planned and resourced to deliver the right outcomes

GOVERNANCE & RISK

To bring culture to life, governance frameworks and organisation structure must enable desired culture

The day-to-day interpretation and application of culture must be embedded in policies and standards for consistency and clarity

LEADERSHIP

Leaders set the cultural tone and have the greatest impact on culture through creating the right environment, communication, clarity and consistency of actions

Leadership capability must match the requirements for upholding standards and role-modelling values-based behaviours

CULTURE

Culture defines the unique identity that will influence the perceptions and interactions of those internal and external to the organisation

Identity (internal) and brand (external) equates to competitive advantage as it will attract and retain those who align to purpose, beliefs and values

IDENTITY & BRAND

The success of every decision and outcome within an organisation relies on people, attracting and retaining the right people is a result of culture

To maximise the impact of culture, all elements must be embedded in the employee lifecycle, and supported by governance and leaders

EMPLOYEE LIFECYCLE

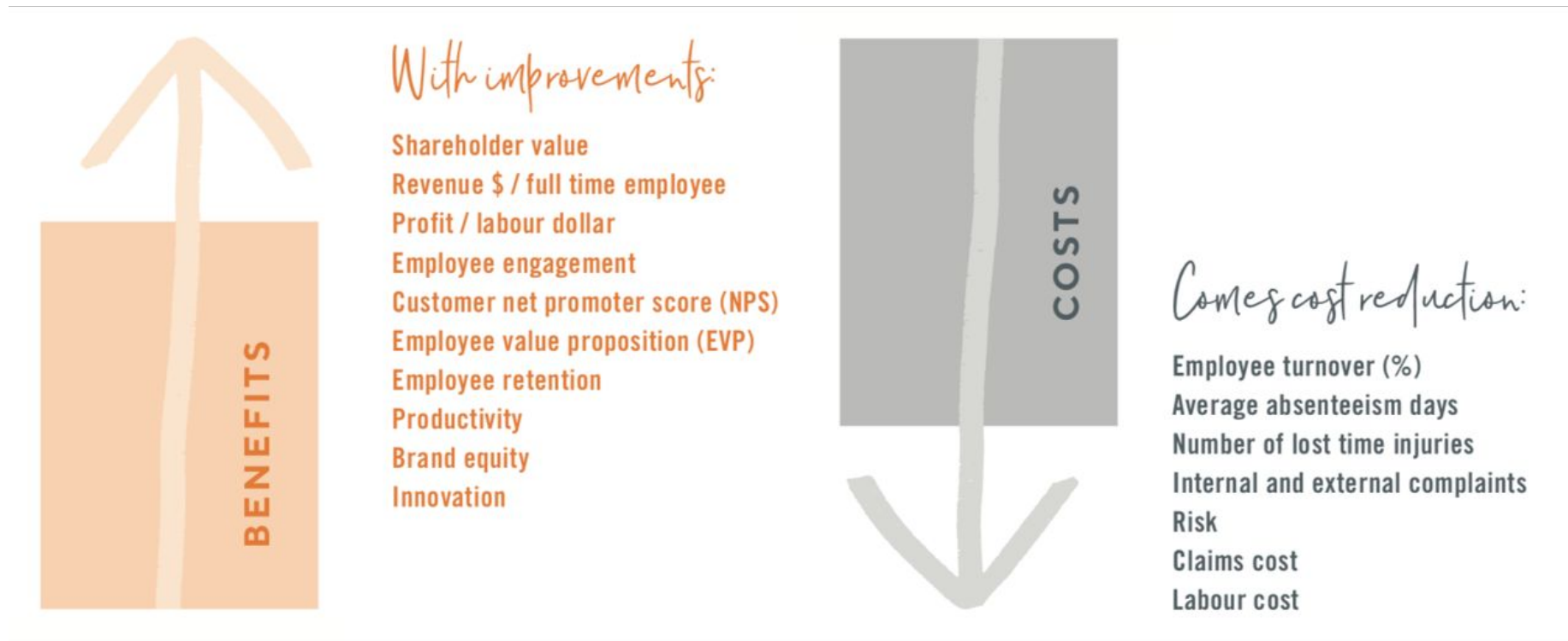
Culture guides the way we work. It is reflected in all our interactions and experiences including how we relate to and engage our customers

The customer experience we wish to deliver must be lived and reinforced through the experience of our employees

CUSTOMER EXPERIENCE



Investing in culture provides measurable outcomes





Georgia Henry

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Steven Bowman

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Lisa Cook

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Webinar Schedule

<https://www.boardpro.com/resource-centre/webinars>

46.	Seven costly mistakes of board packs and how to fix them	On demand
47.	How technology helps get things done in the boardroom	On demand
48.	Handling a crisis while managing your board and stakeholders	On demand
49.	The role of AI in governance - with Steve Nouri	On demand
50.	What place does culture have in the boardroom	On demand
51.	How to take the friction out of board meetings	June 8
52.	Guiding board meetings to maximise productivity	June 22



Webinar Schedule

<https://www.boardpro.com/resource-centre/webinars>

- | | | |
|-----|---|---------|
| 53. | How to develop your board annual work plan | July 6 |
| 54. | How to avoid death by hubris at the board table. | July 20 |
| 55. | How to evaluate the performance levels of your board | July 27 |
| 56. | How to govern with Artificial Intelligence | Aug 3 |
| 57. | What does the ideal relationship with the CEO and chair look like | Aug 9 |
| 58. | How to create effective minutes for your meetings | Sept 7 |
| 59. | A directors duty of care explained | Sept 21 |
| 60. | Creating a CEO report that will delight your board | Oct 5 |



Thank you

