

The Cultural **BluePrint™**

Palmdale
Water District

May 2018



*Ignite Thinking
Accelerate Performance*

Palmdale
Water District

October 2018

Dr. Bill Mathis

The Cultural Blueprint™

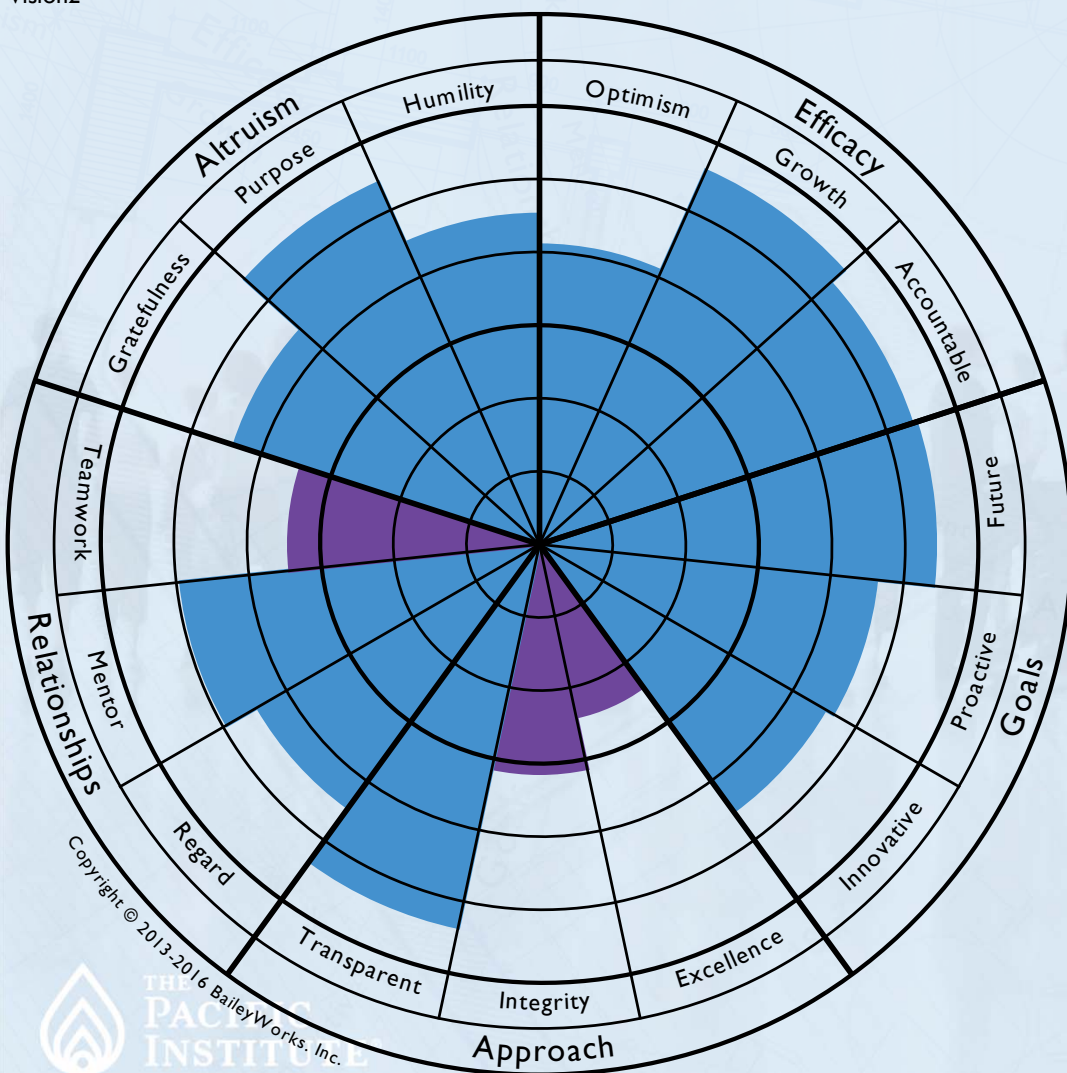
Palmdale Water District
Vision2

As of May 2018

index = 749

In your groups...

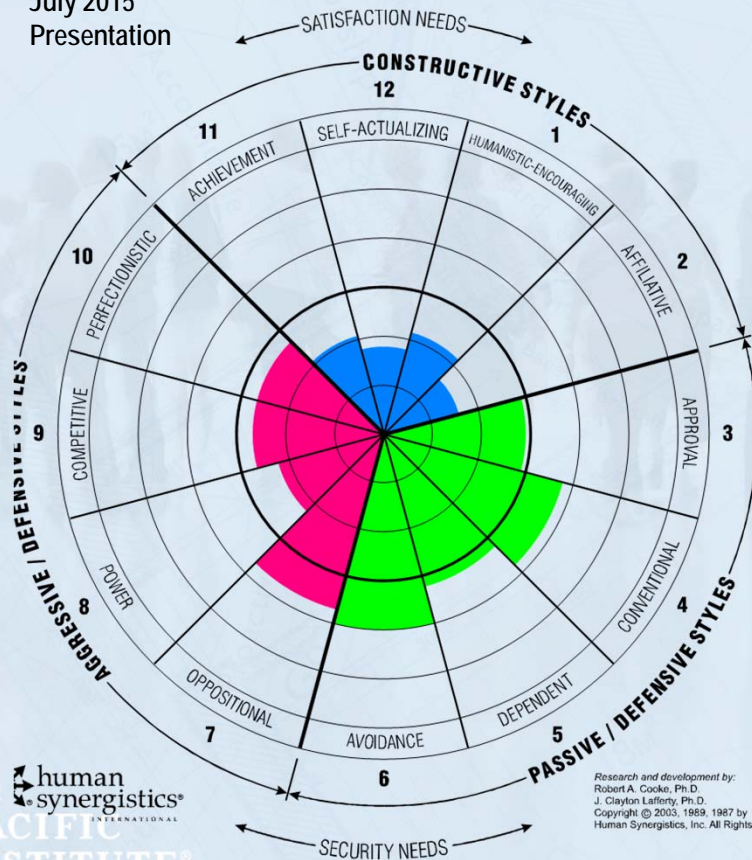
Realizing this vision will result in?



2015 Current Reality vs. 2018 Current Reality

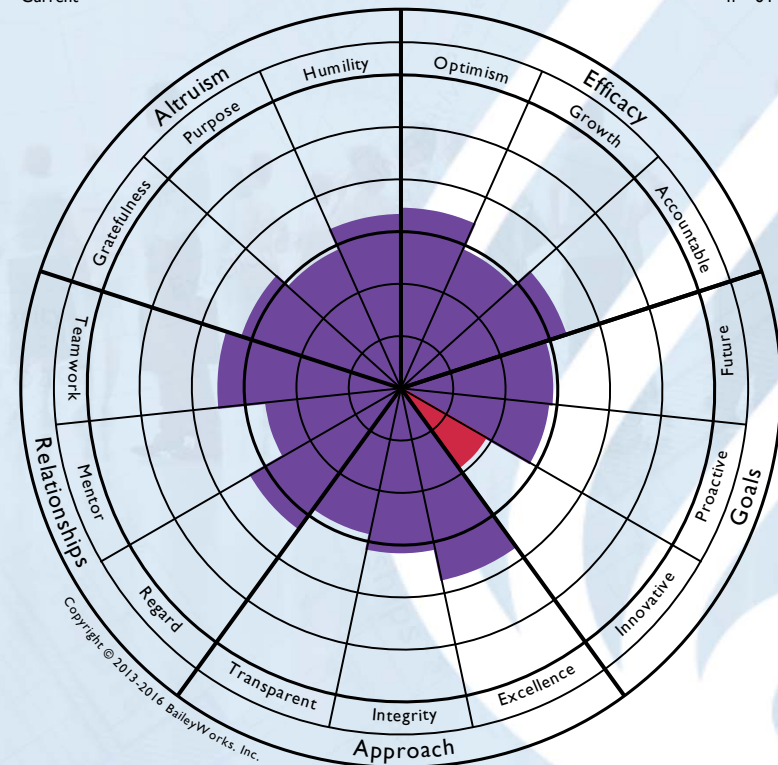
351 to 506: Growth of +44%

July 2015
Presentation



The Cultural Blueprint™
Palmdale Water District
Current

As of May 2018
index = 506
n = 64



Your Role in the Journey

- Be a role model
- Keep the team looking forward, we not broke but we can be better
- Be vulnerable to establish a climate of understanding and learning not judging and evaluating



THE
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INSTITUTE®

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Liberating Belief

*My effort
makes a
difference*



Want To



Engaged



*My effort
makes **no**
difference*



Have To



Disengaged

Limiting Belief

Enhances Revenue and Drives Innovation

Creates Overhead and Resists Change



Corporate Culture

Culture is the shared beliefs and values guiding the thinking and behavior styles of members.

- What is normal.
- How decisions get made when you can't be there.
- The way we do things around here.
- How people will act under pressure.
- The glue that holds the organization together.

Current Culture

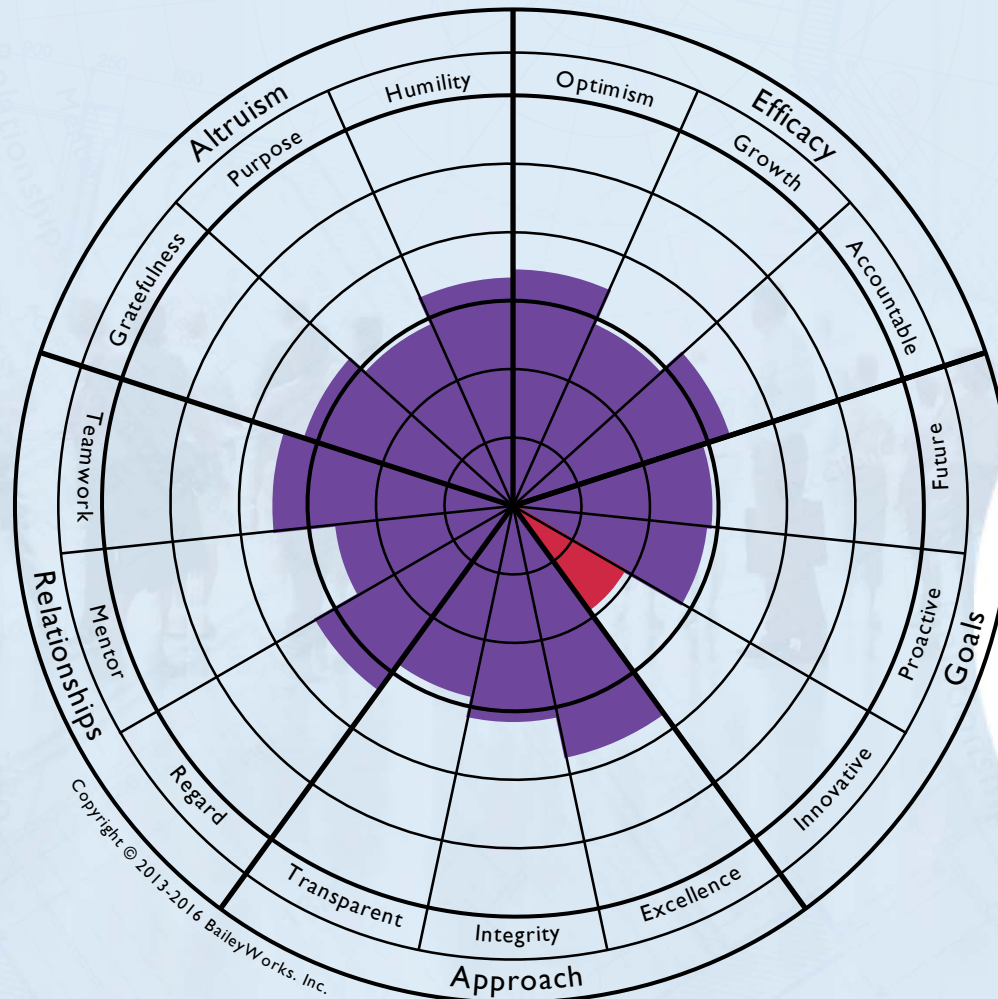
Strengths:

Excellence,
Teamwork &
Optimism

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Potential
Development
Opportunities:
Innovative,
Mentor &
Proactive

Adaptive – Enabling – Constructive

- Pursue standard of excellence.
- Externally focused -- beat competitors not each other.
- Balance concern for customers, stockholders, and employees.
- Open, candid discussion and decision-making.
- Non-political atmosphere.
- Leadership (facilitating goal accomplishment) rather than management (monitoring activities).

Unadaptive – Constraining – Defensive

- Achieve a dominant market position due to success, vision or luck.
- Success leads to more success.
- Begin believing its because of their brilliance.
- Arrogance sets in.
- Internal focus begins to build a bureaucracy.
- Deterioration of long-term performance.
- It's always someone else's fault.

Two General Types of Culture

Unadaptive – Constraining – Defensive Cultures

- Drive Limiting Beliefs - Inactive/Reactive Behaviors
 - Image is more important than substance
 - Focus on blame
 - Maintain the status quo
- ***Creates Overhead and Resists Change***

Adaptive – Engaging – Constructive Cultures

- Drive Liberating Beliefs – Proactive Behaviors
 - Fosters innovation
 - Reinforces personal responsibility and accountability
 - Value performance
- ***Enhances Revenue and Drives Innovation***