



What a “Can’t Fail” Culture Costs your Bottom Line

"We do things right and we do things well." Guiding principles of all organizations center on the quality and integrity of the service or product being delivered. In contrast then, for most organizations the word "fail" brings about an instantaneous reaction of "something to avoid". The extent your organization promotes or chastises failure is in direct correlation with innovation, creativity, trust, collaboration, growth, and resiliency.

- **Objective 1: Gain qualitative awareness of failure resiliency both personally and as perceived within your organization.**
- **Objective 2: Understand the foundation formula for creating and sustaining a culture of innovation.**
- **Objective 3: Increase organizational awareness following the presentation with a checklist of scenarios and keywords that help define missed opportunities for innovation.**

BIG Fails: -

What is failure?

Popularity: Top 20% of words

1a : omission of occurrence or performance; *specifically* : a **failing** to perform a duty or expected action <*failure to pay the rent on time*>**b** (1) : a state of inability to perform a normal function <*kidney failure*> — compare **heart failure** (2) : an abrupt cessation of normal functioning <*a power failure*>**c** : a fracturing or giving way under stress <*structural failure*>
2a : lack of success**b** : a failing in business : **bankruptcy**
3a : a falling short : **deficiency** <*a crop failure*>**b** : **deterioration, decay**
4 : *one that has failed*

<http://www.merriam-webster.com/dictionary/failure>

Example Failure	People?	Actions?

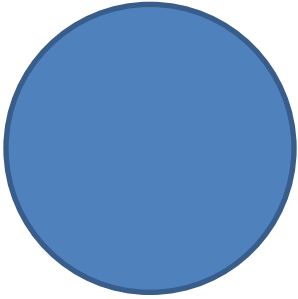
Your Fails: -



Organizational Fails: -

What prevents organizations from being successful?

What percent of those are related to systems, processes, procedures, etc. vs. people, culture, behaviors, communication, etc.?



Four horizontal lines for writing.

What do the people issues cost us?

Three horizontal lines for writing.

Optional: use data in your brainstorming.

- 1 32% of the workforce is engaged
- 1 51% is disengaged
- 1 17% is actively disengaged
- 2 8% will quit
- 2 34% will accept another job offer
- 2 58% will stay and hurt your results

References

- 1: Gallup.com 2015 Employee Engagement Survey
- 2: psychometric.com
- 3: Deloitte 2014 survey

Of those that left...

- 2 84% cite they're leaving because of poor relationships with leaders & managers

To calculate the loss of employees

- 75% of an annual salary is the cost to solicit, hire, and train a new employee
- 3 \$ 70,000 average annual salary of professional employees

When leadership isn't properly utilized, leadership can have many negative effects...

- 2 92% of HR professionals witness good employees leaving and lack of morale
- 2 87% of HR professionals witness employees skills not being utilized
- 2 68% of HR professionals see feuding between employees
- 2 60% of HR professionals see failed projects

_____ -Based Culture	_____ -Based Culture

Reference: The Daring Way™ workshop – created by Dr. Brené Brown

Your Company’s Mission or Vision: -

For **SUCCESS**, we must have _____;
 ...
 for _____ we must _____;
 ...
 to _____ we must _____;
 ...
 to _____ we must be _____.

innovation

Popularity: Top 1% of lookups

Simple Definition of INNOVATION	Full Definition of INNOVATION
: a new idea, device, or method	1: the introduction of something new
: the act or process of introducing new ideas, devices, or methods	2: a new idea, method, or device

<http://www.merriam-webster.com/dictionary/innovation>

risk

Popularity: Top 20% of words

Simple Definition of RISK	Full Definition of RISK
: the possibility that something bad or unpleasant (such as an injury or a loss) will happen	1: possibility of loss or injury : peril
: someone or something that may cause something bad or unpleasant to happen	2: someone or something that creates or suggests a hazard
: a person or thing that someone judges to be a good or bad choice for insurance, a loan, etc.	3a : the chance of loss or the perils to the subject matter of an insurance contract; <i>also</i> : the degree of probability of such loss b : a person or thing that is a specified hazard to an insurer c : an insurance hazard from a specified cause or source

<http://www.merriam-webster.com/dictionary/risk>

What’s a professional example of a time you felt it was not okay to say or do what you were really thinking was right? Why did you feel that way? What actually happens when someone makes a mistake in your organization?

4 elements of trust:

Reference: “The Thin Book of Trust” – Charles Feltman

The missing piece: Defining Vulnerability

Vulnerability is defined as...

There are 4 MYTHS to vulnerability that cause us to avoid it where ever possible (i.e. not take risks).

1) Vulnerability is _____.

2) We can _____ of vulnerability.

3) Vulnerability is _____.

4) We can practice vulnerability ____ _____.

Reference: "Daring Greatly" – Dr. Brené Brown

So what does a "can't fail" culture...

- one that might not support courage, connection and compassion,
- one that might reinforce fear, blame, and disconnection,
- one that might not realize (or even really care) when trust is broken,
- one that may not actively work to do repair broken trust vs. armor up and dig heels in even deeper,
- one that might not reinforce to employees that vulnerability isn't weakness, it's actually our greatest sign of courage,
- one that might say they want innovation, but really punishes those that take risks that fails,

...what might that be costing your bottom line?

Daring Leadership™ Experiential Workshop



- ✦ 5 workshops (monthly or biweekly)
- ✦ 3 hours per workshop
- ✦ Location: Your Houston Office
- ✦ 1 hour of individual coaching (after each workshop)

Many teams struggle getting along. High performance work teams have not only established an effective cadence, they typically really like each other as people. Do you have a high performance work team?

- Are you ready to take your innovative team to the next level?
- Do you have an intact culture able to catalyze another major success?
- Is your high performance work team experiencing a major transition?

If you answered "yes" to any of these, your team is ready for the Daring Leadership™ Experiential Workshop

Minimum 4
Maximum 8
\$2500/person



The Daring Way™ is a highly experiential methodology based on the research of Dr. Brené Brown. The method was developed to help men, women, and adolescents learn how to show up, be seen, and live braver lives. The primary focus is on developing shame resilience skills and developing a courage practice that transforms the way we live, love, parent, and lead. It can be facilitated in clinical, educational, and professional settings and is suitable for work with individuals, couples, families, work teams, and organizational leaders.



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