Listening To The Workforce Survey Results
Auditor’s Office

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Services</td>
<td>69%</td>
<td>100%</td>
</tr>
<tr>
<td>Value of Services</td>
<td>69%</td>
<td>100%</td>
</tr>
<tr>
<td>Technical Skills of Employees</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Overall Job Satisfaction</td>
<td>69%</td>
<td>81%</td>
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</tbody>
</table>
Agenda

What’s Culture and Why is it important?

What You Can Do to Create Great Culture
Why is Culture Important
VALUES

**Respect** We treat others as we would like to be treated ourselves. We do not tolerate abusive or disrespectful treatment. Ruthlessness, callousness and arrogance don't belong here.

**Integrity** We work with customers and prospects openly, honestly, and sincerely. When we say we will do something, we will do it; when we say we cannot or will not do something, then we won't do it.

**Communication** We have an obligation to communicate. Here, we take the time to talk with one another and to listen. We believe that information is meant to move and that information moves people.

**Excellence** We are satisfied with nothing less than the very best in everything we do. We will continue to raise the bar for everyone. The great fun here will be for all of us to discover just how good we can really be.
What is Culture

- Vision/Mission
- Norms
- Physical Layout
- Ceremonies, Celebrations, and Rituals
- Stories, Myths, Legends
- Symbols and Language
CREATE GREAT CULTURE

Communicate

Create shared space

Create new stories

Build a team

Trust your team

Try new things
Communication
Communicate

Default

to open
CREATE GREAT CULTURE

Communicate

Create shared space

Create new stories

Build a team

Trust your team

Try new things
Trust and Trying New Things
Trust Your Team and Try New Things

SHIFT HAPPENS
OCA Basadur Profiles

Full Auditor’s Office

Implementers
14 people (52%)

Generators
3 people (11%)

Optimizers
6 people (22%)

Conceptualizers
4 people (15%)
Build a team

www.marshmallowchallenge.com
CREATE GREAT CULTURE

- Communicate
- Trust your team
- Try new things
- Build a team
- Create shared space
- Create new stories
Create new stories
CREATE GREAT CULTURE

- Communicate
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Creating Shared Spaces

- Do you consider yourself a(n): (at work)
  - Glass half full
  - Glass half empty

- Realist
- Optimist
- Pessimist
- Other (please specify)

- Contrarian

- ST Pessimist, LT American
Create shared space
Results We’ve Seen

Turnover (%)  HR Expense ($)

[Graphs showing trends over years]
Results We’ve Seen

Sick Leave (hours)
20 AUDIT OUTPUTS ISSUED

AFFORDABLE HOUSING AUDIT
“City has no effective strategy to meet affordable housing needs, audit finds”
KXAN News

ANIMAL SERVICES AUDIT
“City reports Austin Animal Services falling short on animal care, response time”
FOX 7 News

24 INVESTIGATIONS COMPLETED
265 ALLEGATIONS REVIEWED

COUNCIL SATISFACTION

AUDIT SERVICES
5 of 5

INVESTIGATIVE SERVICES
5 of 5
Challenges in 2014

Strengths in 2015
CREATE GREAT CULTURE

- Communicate
- Trust your team
- Try new things
- Build a team
- Create new stories
- Create shared space
“Consciously build a powerful company culture. Otherwise, it will build itself and you probably won’t like the results.”

-Inc. Magazine
Contact Us

Jason Hadavi
jason.hadavi@austintexas.gov
512-974-2469

Andrew Keegan
andrew.keegan@austintexas.gov
512-974-1372