



## **Eight Criteria For a World Class Culture**

***1. Management is respected and viewed as credible because they walk the talk.***

As a supervisor you must constantly be aware that you are training your people whether you're "training" your people or not.

***2. Safety Practices and behaviors are lived on a daily basis; nothing less is tolerated.***

It's a "work-style" not an issue of doing the right things when someone is watching.

***3. Financial decisions demonstrate that we care about the well-being of our people.***

Our business decisions cannot be driven solely by financial considerations.

***4. Upstream safety metrics and recognition drive performance expectations at all levels of the organization.***

Clear expectations must be set and high standards must be met. Recognition should be distributed freely when this occurs.

***5. Workers have a role in problem-solving and decision-making.***

One of the worst things you can do for an associate is to solve all their problems.

***6. A high degree of trust and confidence exists between management and workers, workers and supervisors.***

Supervisors are the key to this. Between 83% - 90% of employees believe that the most effective communication to the front line employees comes directly from their immediate supervisor.

***7. There is openness of communication; people are always willing to speak up whenever something isn't right or when they see something right.***

We must work to foster this openness. Even though the issue doesn't seem to be a big deal to us, we must understand the perception the employee has of the problem.

***8. Workers receive positive recognition for appropriate safety actions.***

The key phrase here is "appropriate safety actions".

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