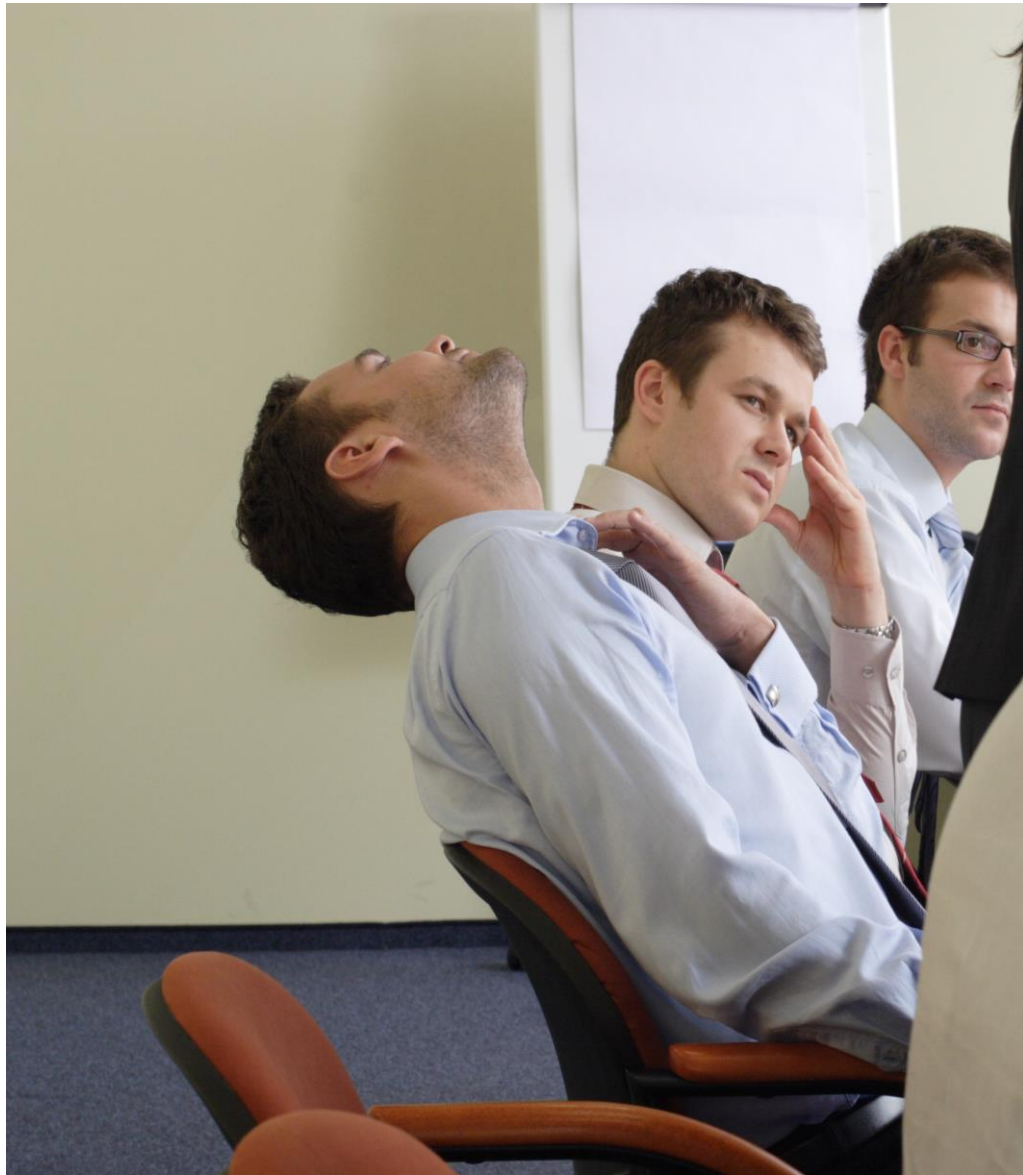


Hello!

Barbara O'Connor

Culture Hacking in Action



So, here's my thing about the typical "meetings to discuss culture"...

We're just not great at it... so we're not going to do that today!

Culture is both Mechanics &  
Dynamics...

# Any of these sound familiar?

- Everything goes to **committees** for **further discussion**, usually with **5 people** or more.
- **Endless word smithing**,
- People **getting incomplete** or **confusing instructions** during onboarding



The CIA "Simple Sabotage Field Manual," 1944 declassified in 2008

Are we in a Self-Sabotage cycle?

...and

Do we know how to self-rescue?



Intangible

Innovation & Creativity

Agile, Nimble, Lean

Resiliency

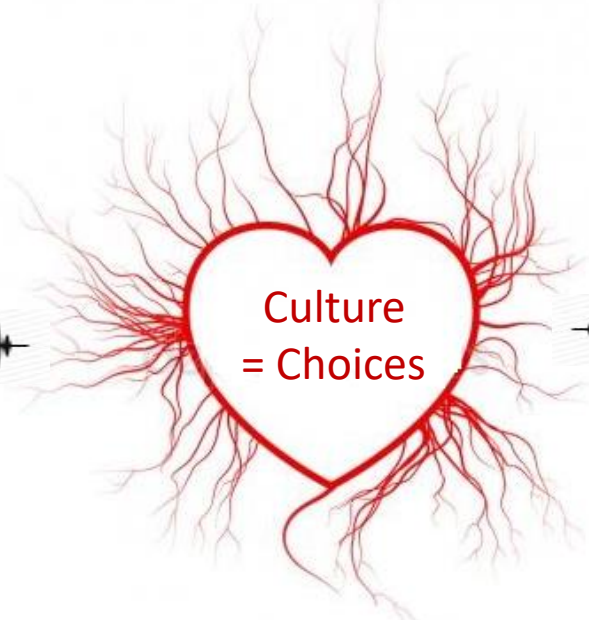
Diversity

Trust

Courage

Transparency

Empathy



Culture  
= Choices

Pay & Rewards

Recruitment Processes

Org Charts

Training Programs

Product Development  
Lifecycle Handbooks

Standards & Processes

Decision Structures

Tools & Applications

Tangible

## What we're aiming for

An Impact

An Impact

An Impact



The  
Choice

A Lever

A Lever

A Lever

A Lever

What I can use  
to get there...

## Actions/Next Steps

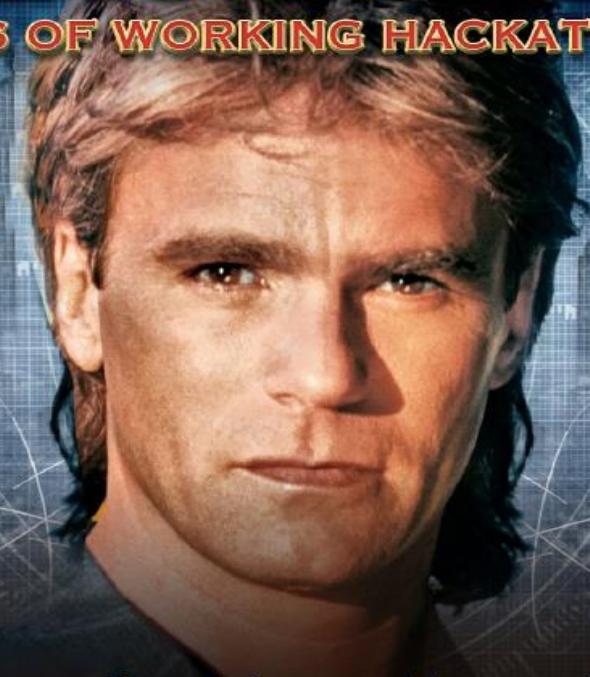
1. What Choice am I going to focus on, and what's a better choice?
2. What tangible "thing" is already accepted in that space? A tool, a meeting, a process?
3. Can I use that "thing" if I make a small adjustment to get me towards our goal. E.g. Can we use a hackathon that focuses on technical problems to focus on process problems?

My Field Manual for Self Rescue




Every idea and change goes through  
the hands of people to execute...



**ENTERPRISE AGILE OFFICE**  
**MACGYVER**  
**WAYS OF WORKING HACKATHON**



**Smart people solving problems with processes that bug them.**

-  Calling all developers, designers, testers, analysts, product owners, thinkers, do-ers & corporate MacGyvers...
-  What “ways of working” activity do you find inefficient, broken or could be improved? Have an idea on how it could be better?
-  Prizes of \$500 Spotlight, swag & bragging rights!

**Register**

details  
on page 2

## “The Culture Hackathon”

Here’s some of what we did, and the impact

- Security Permissions on Collaboration Tools Levelled Up – **Trust, Transparency, Collaboration**
- Training Materials rewritten for accessibility, visual enablement – **Equity & Inclusion**
- Ways of Working CoP – from 30 to 200+ Monthly – **Diversity, Inclusion**
- Hacking “Voice of the Customer” program to create “Voice of the Employee – A Day in the life” materials for onboarding, role clarity and team forming - **Trust, Empathy, Diversity, Curiosity, Design Thinking**
- Ways of Working, established a process reevaluation cadence to reward changes not status quo and implementation or experimentation to test and learn - **Lean thinking, Agility, Transparency, Innovation**

Don't make change too complicated.

**Just Begin**

Culture  
shows  
up  
as  
Choices.

How will I know?

- Engagement Surveys
- Feedback comments
- Employee retention and exit interview comments.

“We are our own dragons  
as well as our own heroes,  
and we have to rescue  
ourselves from ourselves.”

— Tom Robbins

Barbara O'Connor