

Designing Organizational Culture

resilient training, consulting, speaking and coaching to build culture with intention

“All over the world employers are under stress, and the uncertainty and stress of change has caused burnout. So, a new paradigm has emerged: a corporate focus on resilience.”

-Josh Bersin, global research analyst, advisor

Designing an organization culture that is resilient; strong and stable, able to **face down the disruptions and detours without diminishing** its people is essential.

It directly impacts:

- recruitment [inviting]
- onboarding [welcoming]
- retention [belonging]
- engagement [contributing]

Resilience is a muscle, it's a **strategy, not a program.**

It's an **individual and collective practice** of awareness on behaviors and habits.

It's assessing both the strengths and vulnerabilities, then **creating a professional pathway that is relevant** to sustainably address the needs and honors the unique dynamics of your organization.

One size does not fit all. We don't have the capacity or resources for a one and done training, a flavor of the month program. Business resilience is needed. Evergreen and relevant strategies are essential to **create an organization better positioned** to today's challenges.

Resiliency training with Sandy creates:

- common language and filtering questions that build connection and capacity.
- a framework of context for facing challenges.
- awareness of the power of elevating and leveraging the mission.
- transparent space to identify current experiences
- alignment as teams identify areas of vulnerability and opportunity: list, sort and prioritize.
- understanding on how a resilient culture directly impacts recruitment, retention, engagement.
- strategies relevant to the teams who are doing the work in ways that diminish problems not people as the work is done

Book your one hour no cost Discovery Consult with Sandy

<https://calendly.com/sandyandersonconsulting/organization-discovery-consult>

TRAININGS. CONSULTS. SPEAKING.

topics that create collective impact to transform and activate your mission

BUILDING A RESILIENT ORGANIZATION

Whether it's a board, leadership team, department, or work group who needs to grow collectively and collaboratively to achieve an identified outcome: resiliency is necessary for an authentic engagement that creates sustainable impact. This training challenges and equips those around the table to do the work that fosters resiliency, relevancy, and relationship by reframing challenges and recognizing self-impact on others and the work. This work guides groups in the movement from transactional functioning to transformational engagement.

Clients report increased self-awareness, engagement, clarity, intentional collaboration and a higher level of commitment to collective impact for the common good in the organization.

Format:

- one-hour [keynote-closing speaker format]
- 3 hour session OR two 1.5 hour sessions [virtual or in person]

LEADING IN THE MIDDLE TRAINING

For those in leadership positions the current challenges and disruptions can lead to exhaustion, fatigue and apathy both professionally and personally. Often the experience is dismissed and pushed through leaving leaders vulnerable to burnout and leading in ways that sabotage the very progress they desire.

As our capacity feels depleted, resiliency fueling and restorative practices are necessary for sustainability, safety and sanity.

This interactive training focuses on three components to build and restore resiliency. Each component focus includes exploring why the component matters, guided group discussion on experiences and a practical tool that can be experimented with and implemented in the leadership conversations that are occurring every single day.

Format:

- one-hour [keynote-closing speaker format]
- 2-hour training
- 4-hour leadership retreat format
- virtual or in person

FUELING RESILIENCY IN THE MIDDLE

The challenges can mount both professionally and personally as our capacity can feel depleted. Sometimes we can get stuck and settle into the struggle versus leveraging it to fuel forward. This interactive workshop looks at specific tools and strategies to frame, re-frame and then reset so the middle of a challenge offers valuable perspective and progress towards the desired other-side.

Move from the exhausting strategy of “do more with less” to discovering and focusing on what’s relevant for your organization, what activates the mission. What at we do in the middle matters!

Format:

- one-hour [keynote-closing speaker format]
- two-hour session [interactive facilitation of topic allowing participant response]. Includes a pdf field guide packet.
- two 2-hour sessions or one 4-hour session [deep exploration of topic leading to discoveries, prompts to practice individually and collectively]. Includes a pdf field guide packet.
- virtual or in person or virtual

RESILIENCY AS A STRATEGIC PRACTICE

preparation for designing a strategic plan that transforms

Resiliency offers the ability to face challenges in a way that invites the necessary discovery, direction and determination for individuals, teams, and organizations to lead well during challenge. This strong foundation guides the designing of strategic plans that inspire those called to activate the plan.

This interactive training is rooted in a framework of three components that build and restore resiliency. Each component focus: reframing, relevancy, and relationship, include exploring why the component matters, guided group interaction and tools that offer opportunity for experimentation.

Identify & Explore:

- Why resiliency matters to building a team and development of a department culture that is committed to both transactional [goals achieved] and transformational [connecting the work to a calling].
- Common experiences that lead to burnout, lack of clarity and disconnection and resilient fueling strategies to create renewed hope, clarity, and authentic connection during challenges.
- Current/potential opportunities and vulnerabilities that the department is experiencing to determine where to invest resources moving forward in a strategic manner.
- A framework of three components to build and maintain resiliency as a strategy to grow people and programming.
- What the department desires to collectively move towards, expand, grow, and release to emerge a vision that anchors the strategic planning conversations.

Format:

- one-hour [keynote-closing speaker format]
- 1-hour lunch and learn [multiple organizations]
- 4-hour session for the individual organizations to explore integration into their teams and strategic plan development
- virtual or in person

SUSTAINABLE STRATEGIES TO BUILD RESILIENT TEAMS

recruit, onboard and retain with greater ease and less exhaustion

To explore strategies that fuel resiliency and build capacity in how organizations invite, acclimate, and engage team members, board members and clients/customers.

[strategies can be leveraged for current and potential team member recruitment, onboarding and retention]

Research shows how we lead in the areas of recruitment, onboarding have a direct impact on engagement and retention, whether board or team members invest their best in the organization and commit to the mission.

Recruitment, onboarding pathways, retention and engagement are all impacted by the organizational culture and work environments, both driven by norms spoken and unspoken.

During this training participants explore specific strategies that can be leveraged to strengthen how they approach:

- recruiting [inviting]
- onboarding [welcoming and weaving]
- retaining [belonging]
- engagement [connecting and contributing]

Assessing and aligning next steps allows for teams to move strategies into implementation in ways that are authentic to their organization.

Format:

- one-hour [keynote-closing speaker format]
- 1-hour lunch and learn [multiple organizations]
- 2-hour session for the individual organizations to explore integration into their teams.
- virtual or in person

TRANSFORMATIONAL CONVERSATIONS

an interactive training on creating conversations that build resilient cultures

How we communicate often reflects what we've learned from our homes of origin, a friend group, coworkers, or others who have had influence in our lives. The learning and habits formed from the observations and exchanges can build or break the organization's work culture, resulting in growth or gaps. The stakes are high - especially in points of disagreement where there is intensity of opinion or high emotion.

This highly interactive training explores:

- stories of how conversations build and bust resiliency
- awareness of how behaviors and habits influence what is communicated
- strategies that equip and empower creating conversations that build resilient teams
- steps to practice out real time challenges with conversation tools

Trainings include transformational conversations tools:

- Components of Trust
- Feedback that Fuels
- Processing a Problem
- Disagreements that Diversify not Destroy
- Decision Making: the next right step
- Challenge Reset

Format:

- 3-hour session for the individual organizations to explore integration into their teams.
- virtual or in person

RESILIENT LEADERSHIP CONVERSATIONS

an interactive strategy to keep the momentum

Research-based guided conversations that occur annually on topics relevant to the client and the current needs. This unique ongoing training relationship provides consistency of quality and connection with the ability to focus on what is the greatest challenge or interest related to strategies that elevate resiliency for individual leaders, teams and organizations as a whole.

- topics determined by client and designed by consultant for highest level of relevancy.
- uniquely linked to your organization's mission
- provided cross learning
- surfaces best practices and diminishes silos
- ability to record training for future use in organization
- participants receive pdf tools related to topic

Format:

- virtual [in person available: for rates contact Sandy]
- one-hour facilitated conversation
- frequency designed with client [monthly, ad hoc or quarterly]

the table principles™

ten behaviors to sustain a resilient culture

Designing an organizational culture where recruitment, retention and engagement flourish needs a clear pathway to elevating resiliency. A pathway to inspire authentic conversations that lead to sustainable solutions and connection. To achieve that, we need to guide and guard the tables we sit at and influence.

The table principles™ offer a protective factor to the stressors and uncertainty faced by most organizations. Stabilizing and strengthening even in the midst of change or challenge.

During the training participants explore:

- each principle from different viewpoints and how the norm can build resiliency
- the risk of ignoring a specific principle
- how principles and the mission can create transformative employee feedback/reviews
- the potential areas vulnerabilities and strengths [collectively and individually]
- next steps with real time experimenting and discovery
- a list of opportunities unique to the organization/team developed during the training/consult

Clients report the table principles™ offer a practical guide that welcomes culture-shifting conversations and self-awareness of the impact participants have on the tables they influence.

Format:

- options: two 2-hours or one 4-hour session
 - each participant receives pdf resilient leadership guide, the table principle™ deck and convo card
- virtual or in person

TRAININGS.CONSULTS.SPEAKING continued...

BUILDING A RESILIENT BRAND | Strategic Consult

[a stand alone consult or pair with SUSTAINABLE STRATEGIES TO BUILD RESILIENT TEAMS Training]

We all need strategies to recruit, onboard, retain and engage team members, clients, funding partners, board members...that don't burn us out and actually creates hope, energy and focus.

Your team needs to fiercely focus on what is relevant, do what's relevant, decide what is relevant to create a sustainable brand and build resiliency in your team's physical, mental and emotional capacity.

This work creates a grounding to build your next strategic plan from to increase the success of implementation the plan in ways that impact how people live.

Sandy guides the creation of your own relevancy tools that elevate your brand, messaging and people. Discover your WHY, filtering questions, and an assessment tool that will fuel resiliency to face choices and challenges with greater confidence, equity, consistency, clarity, and direction.

Here's the outcomes of **your BUILDING A RESILIENT BRAND** consult. Clarity and confidence on:

- your ideal client[s]
- identifying the WHY and how to leverage your mission and values to build your business authentically
- developing tools to make key decisions in consistent ways
- assessing current and potential programs, products, processes, policies etc.
- a one liner that creates curiosity for potential clients
- the problem you are solving
- how working with you/the product answers the problem
- top strength and how to leverage them in the work and activating the mission
- your communication and marketing message
- the pathway for current and potential clients to connect to you

Format:

- Two 2.0-hour or 4-hour stand alone consult
- Offered as an addition to SUSTAINABLE STRATEGIES TO BUILD RESILIENT TEAMS Training
- Virtual or in person

TABLE CHATS

culture boosting conversations based on the table principles™

Building resilient cultures and work environments takes on-going conversations and intention. The one and done trainings don't result in the sustainable changes and shifts to the behaviors that are at the core of every organization's culture. The policies, processes and practices need attention to assure they are relevant in ways that fuel the organization's mission and inspire people to join the team, stay and engage for the common good. This unique format can offer the layering and learning that leads to sustained transformation!

Monthly rotation of virtual conversations that:

- explore one principle each session
- invites participants to consider a prompting question on why the principle matters
- challenges a practice to experiment with individually and potentially as a team
- connect to stories that inspire to persevere during challenge

Format:

- rotation of ten principles: 1-hour conversation
- virtual [for in person rates contact Sandy]

PROFESSIONAL COACHING

pursuing resilient leadership on conversation at a time

LEADERSHIP COACHING

emerging strengths & engaging strategies

Greater confidence, understanding of others and self are central to coaching conversations that leverage Clifton Strengths™ Assessment and research based strategies to fuel leaders. Each session has a guided process that connects the participant's specific strengths to practical tools that will build confidence, clarity and the truly human leaders organizations need to build resilient cultures.

Formats:

- six one-hour sessions package
- participants receive a pdf resilient leadership guide of tools, the table principle deck and tabletop convo card
- an additional coaching conversation with Sandy, the coaching client and their direct supervisor to share out discoveries from the six coaching conversations is optional to integrate into professional goals and outcomes
- virtual or in person
- Once the six sessions are completed, often participants reach out for coaching conversations to continue the momentum forward. A personal resource to leading and living with less regret and more intention!

PROFESSIONAL COACHING continued...

GROUP COACHING [group facilitated conversation]

Unintended conflict and confusion happens, exhaustion and disconnection can develop especially during transition and change. Group coaching sessions are determined and design with clients so the teams learn and leverage discoveries collectively on topics that impact their leadership.

Group coaching conversations offers an opportunity to explore topics and ideas with guidance and focus. This unique service invites all participants to be present without the pressure of facilitating the processing and designing next steps. Best practices, innovative strategies and connecting stories are surface to transform how we do the work.

Clients report facilitated conversations with Sandy as effective, practical and powerful in identification of root issues during conflict and untapped opportunities and strategies related to relevant topics that move teams forward with collect impact that fuels the mission.

Format:

- hourly rate
- virtual or in person

Tools to Continue the Culture Building Conversations

the table eChat [no cost-high impact email conversation]

A resilient inspiring chat sent to your team's email. A tool for the individual leader and teams to collectively grow in their resilient leadership. Relevant topics, practical tips and a commitment to creating conversations that nudge us to live and lead with less regret and more intention!

For past convos and to subscribe [The Table eChat – Sandy Anderson Consulting & Coaching](#)

the table store | TOOLS FOR THE TRADE

Beautifully designed products to prompt the culture influencing conversations and behaviors that design the workplace environments and impact how we do the work!

[Home | Sandy Anderson Consulting \(square.site\)](#)

CONNECT ON SOCIAL FOR CULTURE CONVERSATIONS: [LinkedIn](#)

Sandy Anderson, MS

Sandy Anderson Consulting & Coaching

Sandy is known for her transformative work with clients that is rooted in wellbeing: increasing resiliency, relevancy and authentic connection in work and life. Over thirty years of extensive experience partnering with organizations and individuals and her degrees in Community Health and Organizational Leadership have inspired the development of practical pathways and strategies to strengthen organizational cultures.



Clients of Sandy's, both for- and non-profit organizations, regularly report sustainable improvement in the areas of recruitment, retention and engagement as they simply become aware and give intention to individual and collective habits. Habits that influence by inspiring or diminishing environments and level of team engagement.

Through consulting, training, speaking, writing and coaching, Sandy is best known for her ability to create transparent conversations. Conversations that clarify needs, identify desired outcomes and support the implementation of positive research-based strategies that move the work forward in ways that align with the organization's mission. Her work with Appreciative Inquiry and Clifton Strengths™ offer her clients a unique opportunity to pause and discover not only what could be, but how to get there and then expand the work.

Together we can...

*Transform exhaustion, lack of clarity and busyness to
re-energized hope, fierce focus and meaningful work!*

www.sandyandersonconsulting.com