

## Six steps to creating Your Great Workplace

If you want to create a workplace where people want to be at work, are keen to give their best, want you to succeed, are willing to go the extra mile, and where collaboration is the norm, VALUES will guide you through the change.

### Visualise

Starting from your business aims or purpose, first, ask yourself 'exactly what sort of workplace do I want so that we can deliver this?' 'What will be different from now?' 'What will be the same?' Record your answers. Perhaps create a vision board. Begin to bring your vision alive.

### Ask

Involve your people as early as you can. Get them together for coffee and conversation. Ask what they think about their workplace now, what works and what doesn't, and what they believe would help you better deliver your business promises.

### Listen

Really listen to the answers. Encourage people to share their thoughts in groups and then with you. Don't be tempted to jump in and ask questions – you're looking for feelings and buried intuitions, not well-made solutions. Really listen as though your life depended on it.

### Understand

From your vision and the answers to your questions, you can begin to understand what will be needed for you to move forward. What are your values as implied by your explorations? How do those impinge on your approach to your customers and your staff? Are your business and HR processes up to scratch?

### Evolve

Agree how you will go forward and take development at a sustainable pace. What does your vision look like now? Where do you want to be in 3 months, six months, a year? What do you need to do first? What resource will you need? Who will be responsible for making it happen? What support will they need? How will you keep track? Support each completed piece of work with robust, workable processes that enable you to be consistent going forward.

### Stand Back

Undertake regular reviews of where you are. Celebrate your progress, and involve people all the way. What have you learned so far? How does that affect the rest of your plans? Who is shining? Who needs support? And what needs to happen next?

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