

A photograph of a modern office interior with wood-paneled walls. In the foreground, a woman with glasses and her hair in a bun is seated at a table, gesturing while talking to a woman with dark hair. In the background, a man with a beard is seated at a table with a laptop. To the right, a man in a blue shirt and a woman in a white blouse are seated at a table, looking at a large screen displaying data. The scene is lit with warm, natural light from a window, and two black pendant lights hang from the ceiling.

The Culture Paradox

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HCI – Elevating the Employee Experience



The **Power** of Culture



What is Culture?

The paradox of our times

Culture

How organizations do things through **People**

Set of **values, expectations, and practices** that guide and inform the actions of the Team Members

“Organizational culture is **civilization** in the workplace.” *Alan Adler*

“Culture is the organization’s **immune system**.” *Michael Watkins*

“An organization [is] a living culture...that **can adapt to the reality** as fast as possible.” *Andi Osman Jama*



What is a Culture Paradox?

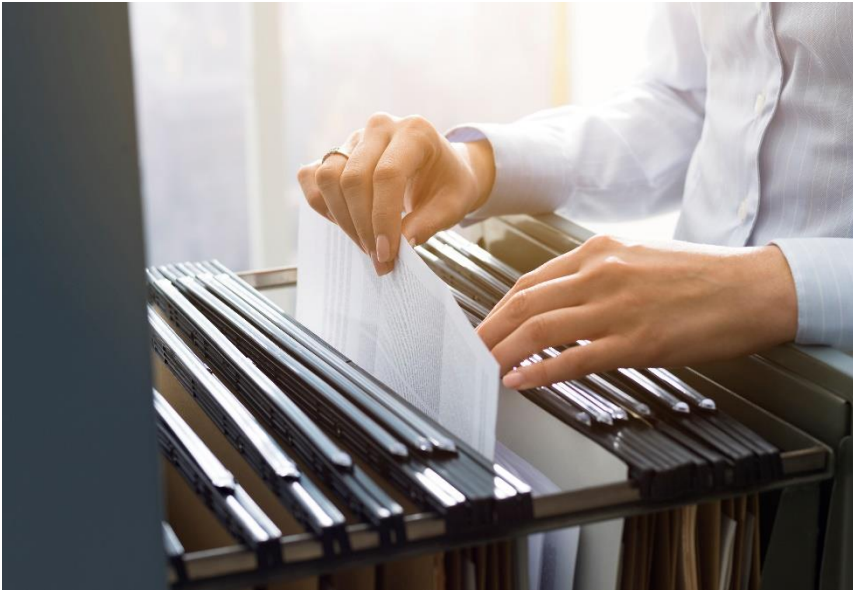
The Paradox we Navigate

Two seemingly opposite items that seem impossible but when investigated are both true:

- Mystery
- Conundrum
- Contradiction
- Incongruity

“Men work
together whether
they work
together or apart.”

Robert Frost



The Most Powerful Culture Paradoxes of Impact ~ Sahil Bloom

Because organizations are more complex the reality of culture paradox creates the way we engage:

- The Growth Paradox
- The Persuasion Paradox
- The Productivity Paradox
- The Intelligence Paradox
- The Opportunity Paradox
- The Speed Paradox
- The Fear Paradox



Final: Tools & Practices

- * Defined mission, values and organization goals

- * Complete understanding of performance measures and accountability for them

- * Communication strategy that is congruent with every aspect of the organization

- * Consistent and frequent messaging

1. Control systems
2. Symbols
3. Power structure and dynamic
4. Rituals, routines and behaviors
5. Individual and team dynamics



Thank you

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