



TOPIC:
Organizational
Leadership/
Culture

HOW DO YOU BUILD A FANTASTIC CULTURE?

25

Bill Hybels

Founder and Senior Pastor,
Willow Creek Community Church

VIDEO SUMMARY:

Hybels shares five key commitments for turning around an unhealthy organizational culture.

DISCUSSION QUESTIONS:

1. Hybels said, *“A culture will only be as healthy as its senior leaders want it to be.”* Think back on different work experiences you have had. How have you seen this principle play out in your workplaces?

2. How would you describe your culture to someone who is not familiar with it?

3. Fill out the chart below and discuss with your team:

Cultural strengths	Cultural areas that could be improved



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4. Based on the strengths and challenges you identified, go through a Start, Stop & Continue exercise with your team. What activities would help you build a fantastic culture?

Start:

Stop:

Continue:

5. Hybels suggested five key commitments leaders can use to turn their cultures around. Looking over those commitments, which one do you think would be most relevant to raising the quality of your culture? What would be the next step for your organization?

- Use an outside firm to do an engagement survey
- The senior leader must own the turnaround
- Train everyone who manages people
- Raise the level of candor in performance reviews
- Have a ruthless commitment to resolving relational conflict