

## KEY TAKEAWAYS: CULTURE AND TEAM

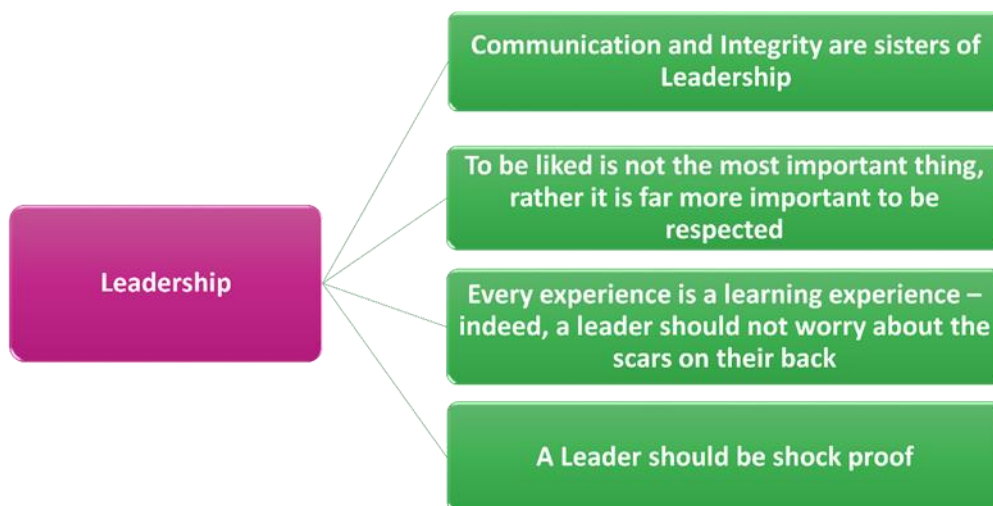
### Put people, not process, at core of strategy

- Business success comes from keeping employees engaged, supported and productive.
- We must embrace technology to complement and enhance the capacity and capabilities of people – the two must complement each other.
- By putting their focus solely on technology in adapting their work processes, many organisations risk bypassing the most essential and valuable assets: their people.

### Leadership and People

- Leadership is all about having the ability to influence.
- The most important thing is Purpose – that is, the WHY?
- Without a vision, you can't get high performance on a consistent basis.
- Values are pivotal and cultivate performance – it's all about servicing and caring (earning Trust)

### Communication and Integrity



## Engaging Millennials and newest Generation Z

- Millennials and the newest Generation Z are young, vibrant and experts of personal branding through social media – they demand a new approach from management, with an emphasis on work life balance, social responsibility and ethical policy regarding people, supply chains and the environment, and collaboration as opposed to hierarchical structures.
- New structures, procedures and business operations may be required.
- A wider span of control with increased delegation, responsibility, shorter chain of command and teamwork are essential to motivate Millennials. There must also be an emphasis on coaching, regular feedback discussions, opportunities for promotion and a People and Culture approach.

## Dealing with Environmental Uncertainty

- The world is continually evolving, and unforeseen circumstances are arising at an alarming rate.
- The economy, social demographics, politics, laws, growing regulation and climate change are some examples of complex challenges facing modern organisations.
- Every challenge is also an opportunity.
- The businesses / organisations who concentrate on their own performance, whilst demonstrating peripheral vision of the external environment will succeed. A simple PESTEL (Political, Economic, Social, Technological, Environmental and Legal) analysis conducted on a quarterly basis will maintain a sharp focus and awareness of the volatile and uncertain environment (Pazzaglia 2018).

## Flexibility and Trust are the engines that drive a team

- The Covid-19 pandemic has taught us, that if you trust your people to get on with their work and give them the tools and the latitude to do it, we can all deliver for the collective benefit of the organisation.
- Flexibility doesn't mean you work less; it means you work differently.
- Everyone in an organisation/business, has a responsibility to promote an inclusive team culture.

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