

15 Questions to ask to create a people-centred organisation

Nearly every organisation has developed a set of core values? Why? Is this just some latest trend, or do core values make a difference? Or is it an oxymoron having business values. A people-centred organisation is one that is clear about its core values, and is compelled to live them out authentically and transparently.

What are core values?

- ✓ Enduring yet dynamic beliefs held by a person or group about the worth of something
- ✓ Dynamic beliefs that strengths the inner stamina of either a person or group
- ✓ Principles used to structure decisions when courses of action are not always clear
- ✓ Principles which underpin actions, behaviours, decisions, attitudes and how we think and feel.

You do not create core values. You discover them. You do not deduce them by looking at the external. You understand core values by looking internally. Ideology has to be authentic to people – whether an individual person or an organisation.

Great companies are able to create extraordinary results from their people because they lead with a people-centredness drawn from the strength of core values. Success strategies are those which are authentic to who you are as a person or organisation + align with your core values. Core values help organisations integrate the organisation's purpose with the spirit of its people – capturing both the emotional and intellectual energies.

Core values unlock the value hidden in your organisation. Why? Because this hidden value, or intangible asset, resides in the hearts and minds of its people.

Once core values are clearly defined and articulated (that is defined through behaviour statements), then they become the living system that supports success. If you want to make your organisation a place where people feel valued, then start with a set of core values.

John Miller author of *The Question behind the Question: Practicing Personal Accountability in Business and in Life* suggests that the following 15 questions help you and your organisation to stay connected with your core values. These are:

1. How can I reinforce and communicate core values on a daily basis?
2. How can I create and communicate a clear vision for myself, or my part of the organisation?
3. What can I do to help others understand how values drive strategies of success?

4. How can I provide people with whom I relate and work with ways that they can support our organisational values?
5. How can I create an atmosphere in which people around me feel included and valued?
6. What can I do to ensure that everyone is heard?
7. How can I help others to succeed?
8. How can I show people that they are important to our organisational success?
9. What can I do to maximise the talent of those who work with me, live with me, relate to me?
10. How can I help myself and others be open to learning from mistakes?
11. What can I do to ensure that people have the knowledge, skills, tools and resources they need to be successful?
12. How can I build better relationships with my customers?
13. How can I increase the value my customers receive?
14. How can I build better relationships with my suppliers?
15. What can I do to build strong relationships with my local community?