



Our experience and take-aways

# Culture Code 1.0



# Core Ideas

- Process must be accessible to be meaningful
- Slow down
- Trust the community
- Go where the energy already is
- Transparency
- Consensus is a process not a moment

# Process must be accessible to be meaningful



Relentless pursuit of participation– do not assume that an individual who is not participating does not want to participate



Prioritize the hard to reach



Always consider learning and communication styles– Ask: Who does this not work for?



Multi-sensory experiences

# Slow Down

The team did its best to push back against urgency for the sake of urgency.



We made the deadline, we can move it..



Where is the urgency coming from?

# Trust

## Trust the community

- The organizing team was there to provide structure, framework, and facilitation but was intentional about not influencing the outcome.

Trust the people and the  
people will become  
trustworthy.

-adrienne maree brown

## Transparency

- All parts of the process had to be done “in front” of everyone
- All changes to culture code had backup data to support the change
- No backroom conversations that led to changes that were outside of the collective feedback—everyone can see all parts of the cheese being made
- Demonstrated openness to have mind changed

# Consensus as Process

- Organizing team formation
- Education
- Leadership buy-in
- Build and maintain trust through relationship



# Consensus is a process not a moment

- The consensus “voting” at the *Glitterific Adoption* was the culmination of alignment building throughout the entire process.
- “**Not Yet** First Draft”--Intentionally communicated over and over that this is an ongoing process and that it wasn't even a draft until the community decided that it was.

# Building Alignment— Preparing for Glitterific Adoption

- **Organizing team formation**
    - Invitation
    - Call was cast for people with energy around facilitating the process of developing a culture code
  - **Team function:**
    - Weekly 30-minute meetings
    - Lots of generative space for ideas
    - Agility and flexibility in process
    - Focus on creating a sense of belonging and purpose
- 
- **Helpful individual team member qualities:**
    - The ability to transparently organize and interpret a large amount of feedback in a way that allowed it to positively impact the process.
    - Ideators
    - Diversity of contexts
    - Trusting other team members
    - Authenticity



# Building Alignment— Preparing for Glitterific Adoption

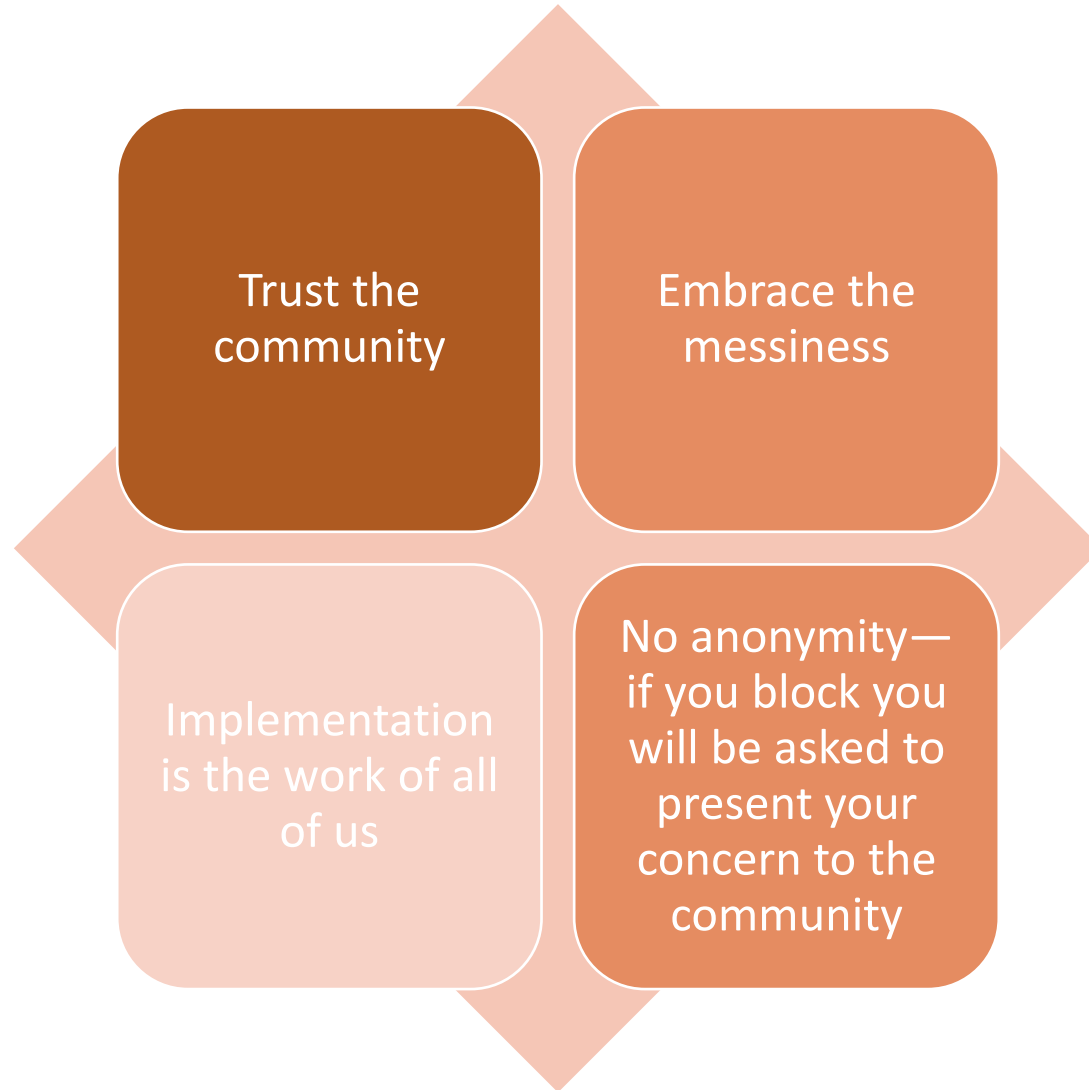
## Education

- Develop shared understanding and language early and revisit often
- Consider learning styles and access to information
- Use a variety of mediums
- We used email, videos and presentations in the Zoomversations leading up to the launch of the process
- Everything can be found on CenterNet in the Culture Code tab: <https://www.presbyterianmission.org/centernet/culture-code/>

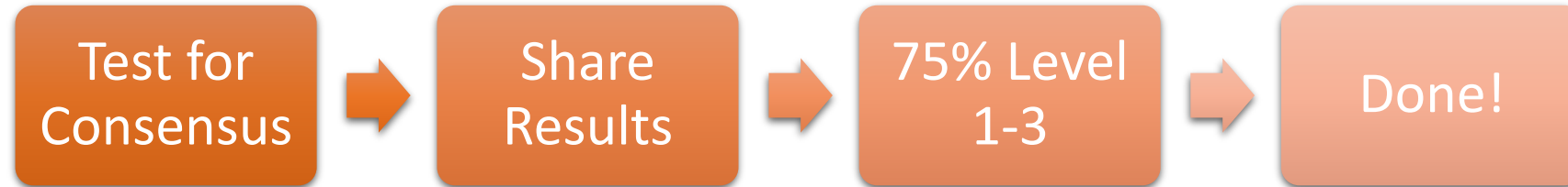
## Leadership buy-in

- Front end support from leadership was vital to process integrity
- We communicated consistently and honestly with leadership about what we wanted to do and why it was important to do it this way, including the intention of all staff voices being equal in this process

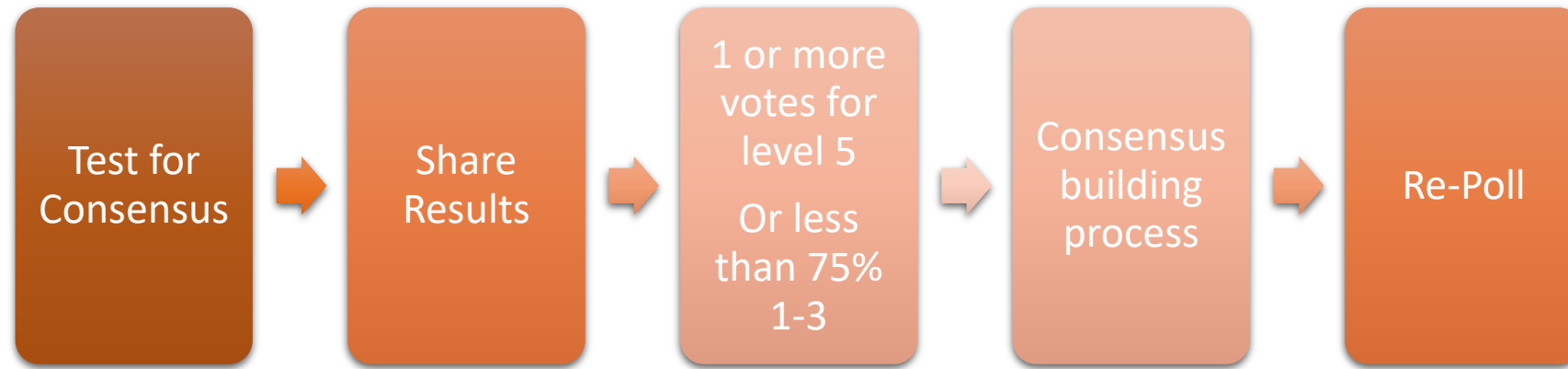
# Community Agreements



# Process Overview



## Alternative



**Poll Question:** Which of the following best expresses your posture related to the PMA Culture Code proposed discussed today as version 1.0 with the commitment to ongoing evolution of this code?

**Level 1:** **Full Agreement:** *"I am enthusiastic about this PMA Culture Code 1.0 and am confident it expresses the wisdom of the group. Let's Go!"*

**Level 2:** **Consent with Reservations:** *"I support the basics of this proposal and have minor unresolved concern(s). And I'm willing to support the whole in moving ahead with this as version 1.0"*

**Level 3:** **Stand Aside:** *"I have major concerns with the "Culture Code 1.0" and agree to stand aside and let the group proceed with it. I may not be especially enthusiastic about it, but I can accept the group's proposal."*

**Level 4:** **Abstain:** *"I feel we have little consensus among the group. We need to talk more before considering a decision."*

**Level 5:** **Blocking:** *"I believe this 'PMA Culture Code 1.0' would be majorly detrimental to PMA, because either it goes against our fundamental mission, vision and values or it would lead to a disastrous outcome. I feel the need to block its adoption and request an alternative."*

# Consensus Building Process

Invite blocker(s) to share concerns

Identify value base of concern

Open floor for discussion

Hear from attendees and from Courtney who is the holder of the feedback up to this point

Resolve concerns based on conversation

Re-check for consensus

Repeat as needed

The image features a light blue background with several thick, expressive black brushstrokes. These strokes are arranged in a way that suggests a large, abstract 'X' or a complex geometric structure. The strokes have a textured, painterly quality with visible bristles and varying thicknesses. One stroke runs diagonally from the top left towards the bottom right, while another runs from the top right towards the bottom left. They intersect in the center, creating a sense of depth and movement. There are also other strokes that appear to be part of a larger, partially visible structure, possibly a cube or a similar 3D form, rendered in a sketchy, artistic style.

# Final Thoughts

- Relationships are foundational
- The Culture Code was inevitable—how we got there mattered as much as where we ended up
- It takes time, energy and commitment to do things differently— cannot do it alone



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## **laboratory**

[ **lab**-ruh-tawr-ee, -tohr-ee, **lab**-er-uh-; *British* luh-**bor**-uh-tuh-ree, -uh-tree ]

*noun, plural lab•o•ra•to•ries.*

- any place, situation, set of conditions, or the like, conducive to experimentation, investigation, observation, etc.



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## **Labrador retriever**

*noun*

America's most popular dog breed. Labs are friendly, outgoing, and high-spirited companions who have more than enough affection to go around





## **Culture Lab**

*noun*

A period of time between June 20<sup>th</sup> and September 26<sup>th</sup> to experiment, test, and observe the PMA Culture Code in your context.

# Between now and the Zoomversation on 9/26

- Listen to what others are doing
  - Culture Lab Story Archive
- Collaborate with colleagues to develop new ideas/hypotheses
  - Small Group Gatherings
  - Resource Library

**The PMA Culture Code 1.0: Culture Lab Story Archive**  
(add rows to the table as needed; answer all/only the questions that apply)

	NAME	What has been working for you/your team as you implement CC1.0?	What roadblocks have you encountered as you seek to live into CC1.0?	What stories of impact can you share?
1				
2				
3				
4				
5				

## PMA Culture Code Shared Resource Library

**The PMA Culture Code 1.0: Shared Resource Library**

1. We believe...	2. We prioritize people and accessibility...	3. We connect and with consistency and equity...	4. We cultivate joy and belonging...	5. We maximize with power and privilege...	6. We lead with empathy...	7. We have seen teamwork and collaboration...	8. We pursue positive impact...	ALL OF THE ABOVE!
						Public Relations & Conditions The Culture Code 1.0 Shared Resource Library Submitted by: Courtney Probert	Product Innovation Talks Innovation at Culture Code Submitted by: Courtney Probert	
						Article Collection Series, Under 100, et al.	Submitted by: Courtney Probert	

# Small Group Dates

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- August 30<sup>th</sup> 3:30pm EST
- September 6<sup>th</sup> 7:00pm EST
- September 19<sup>th</sup> 11:00am EST



# Between now and the Zoomversation on 9/26

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- Conduct Experiments in your context
- Share Results
  - [Culture Lab Archive - Google Docs](#)
- Receive Feedback
- Apply learnings and repeat
  - Release the idea of failure
  - All experience is data

