The Impact of Leadership on Organizational Culture
Happy Employees = Happy Customers
union square hospitality group

- Union Square Cafe (1985)
- Gramercy Tavern (1994)
- Eleven Madison Park (1998)
- Tabla (1998)
- Blue Smoke (2002)
- Shake Shack (2004)
- Cafe Terrace (2004)
- The Modern (2005)
- Union Square Events (2006)
- Maialino (2009)
- Hospitality Quotient (2010)
- North End Grill (2012)
- Marta (2014)
- Porchlight (2015)
- Untitled (2015)
- Martina (2017)
- Vini e Fritti (2017)
- Cafe Mochio (2017)
- Manhatta (2018)

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Can organizational culture help a team deliver remarkable customer experiences?
People
Who’s on the bus?

Work Environment
How can leaders create a work environment where the team will thrive?

Systems & Structure
How do we set our team up to succeed?
What does it really mean to have happy employees?
1. What does it really mean to have happy employees?

2. What is organizational culture?

3. How can a great culture lead to outstanding results?
What does it really mean to have happy employees?
THRIVE
happy employees
What is organizational culture?
values
language
attire
hierarchy
beliefs
traditions
heroes
history
norms
rituals
legends
acceptable behaviors
How can a great culture lead to outstanding results?
How can great leaders create a great culture that leads to outstanding results?
Be the leader, not the boss.
what makes a great leader?

Technical

- Knowledgeable
- Smart
- Achieves excellent results
- Experienced
- Gets stuff done

Emotional

- Listens to me
- Appreciates my contributions
- Tries to understand me
- Makes me feel that I matter
- Wants me to succeed

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The ideal cultures balance accountability with caring.
Accountability

1. Role model the behavior you want to see
2. Articulate clear behavioral & performance expectations
3. Provide frequent positive & constructive feedback
Caring

1. Listen

2. Apply the Charitable Assumption
Charitable assumption.
be kind
for everyone you meet
is fighting a battle
you know nothing about.
Anonymous
Caring

1. Listen
2. Apply the Charitable Assumption
3. Build trust
how do you build trust?

Technical

Be really good at your job.

Emotional

Have a dignified character.
building trust

RICHES

trust
courtesy
integrity
respect
what motivates people to work harder?

81% Appreciation
38% Demanding Boss
37% Fear of Losing Job

Source: Glassdoor
building trust

RICHEST

respect

integrity

courtesy

humility

empathy

self-awareness

trust
No skunking.
Be Patrick.
thank you