# Creating a High-Performing Culture

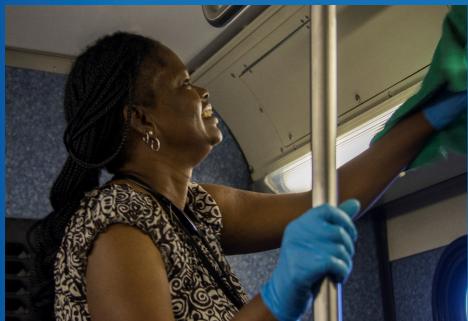
# Jerry R. Benson

Utah Transit Authority, President/CEO Salt Lake City, UT











# **Defining a High-Performing Culture**

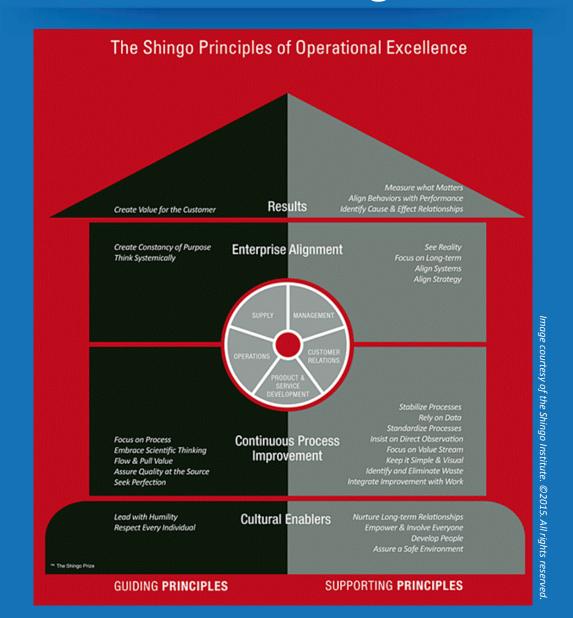






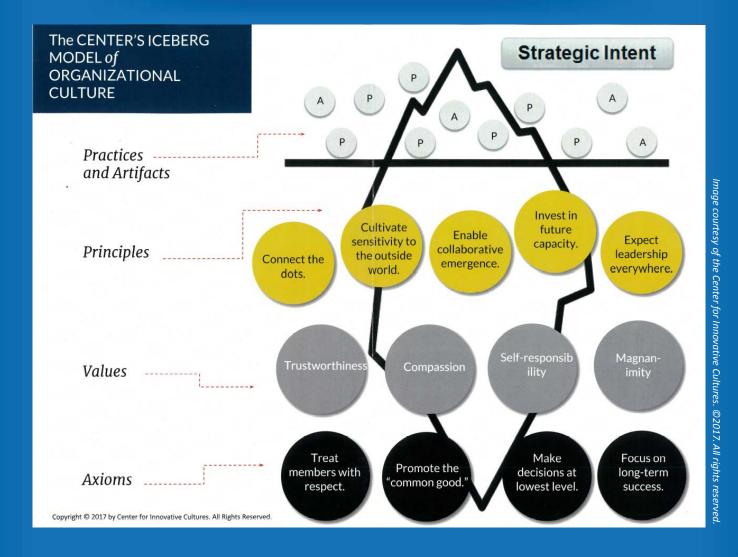


# **Models: Shingo**





## **Models: Center for Innovative Cultures**





# **Models: Arbinger**

## **INWARD VS. OUTWARD**

I focus on my results



Others are **OBJECTS** 



Vehicles that I use Obstacles that I blame Irrelevancies that I ignore

I focus on our results



objectives & behaviors take others into



Others are

**PEOPLE** 

l see their needs. objectives, and challenges

**Arbinger** 





# **Strategies for Shaping Culture**

- Change yourself (outward mindset)
- Change culture in place
- Clarify purpose and values
- Build relationships



#### Living The UTA WAY

Good people creating a good transportation value for a better quality of life.

#### What

Provide an integrated system of innovative, accessible and efficient public transportation services that contribute to increase access to opportunities and healthy environment for all people of the Wasatch region.

## Why

To achieve my desired results.

- Safety in Everything
- Fiscal Responsibility
- A Great Place to Work
- Create Value for My Customers

#### Who

Do I serve & support?

- Co-Workers
- Customers
- Community

# Me

I Create a Better Quality of Life

if I am living the UTA Way?

How

Do I know

- Am I treating others with respect and consideration?
- Am I helping others to achieve their objectives?
- Am I following established best practices?
- Am I proactively solving problems at the source?
- Am I continuously improving my processes?
- Am I creating value for the customer, community and fellow employees?
- Am I tracking my results and verifying my success?

PD

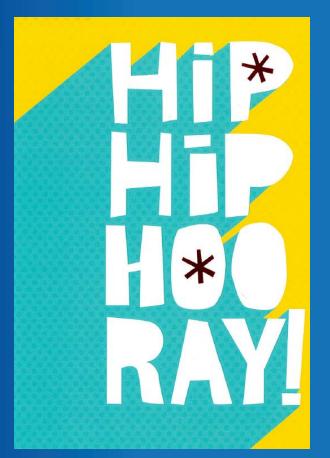


*ISO* 

# **Listen to Assess Culture**



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# S. EXCITES for you!

Congratulations to you, you arrogant bastard! Condolences to the rest of us. You are just a sequel to the unacceptable UTA way. It took a year and a nationwide search only to end up with more of the same dystunctional management. How long before "they" know you snookered them?



# **Final Thoughts**



#### Living The UTA WAY

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## What

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**SHINGO** 



## Resources









