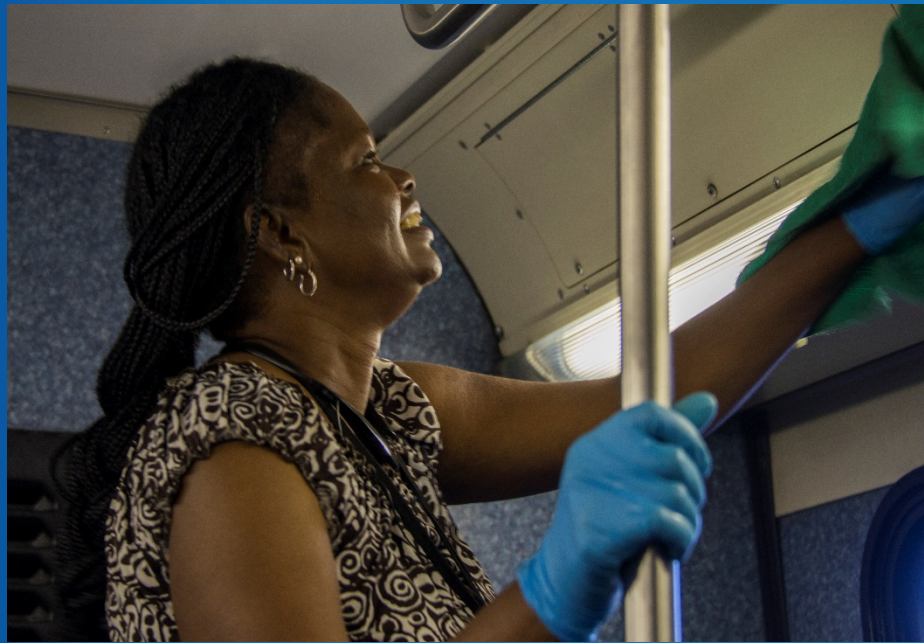
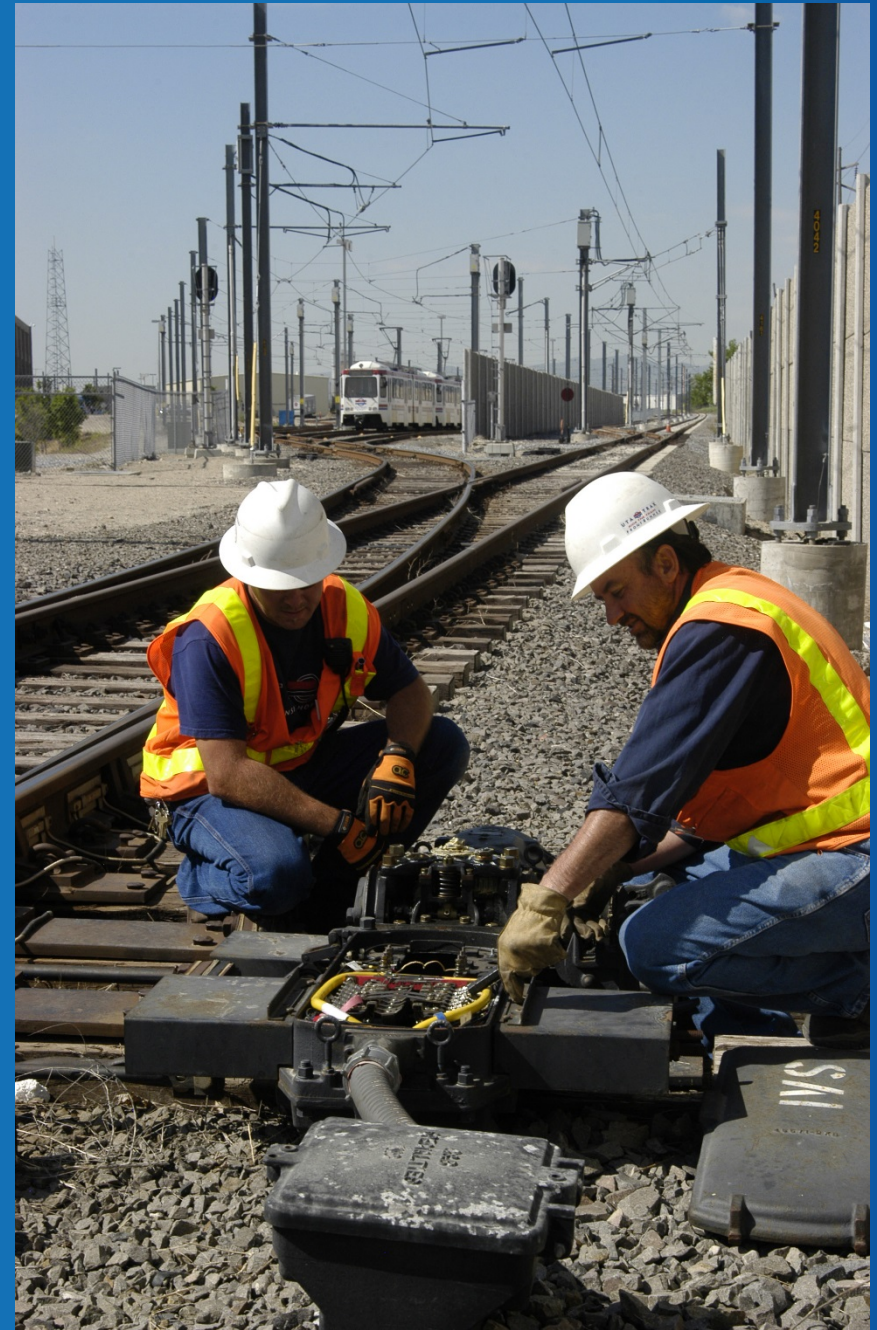


Creating a High-Performing Culture

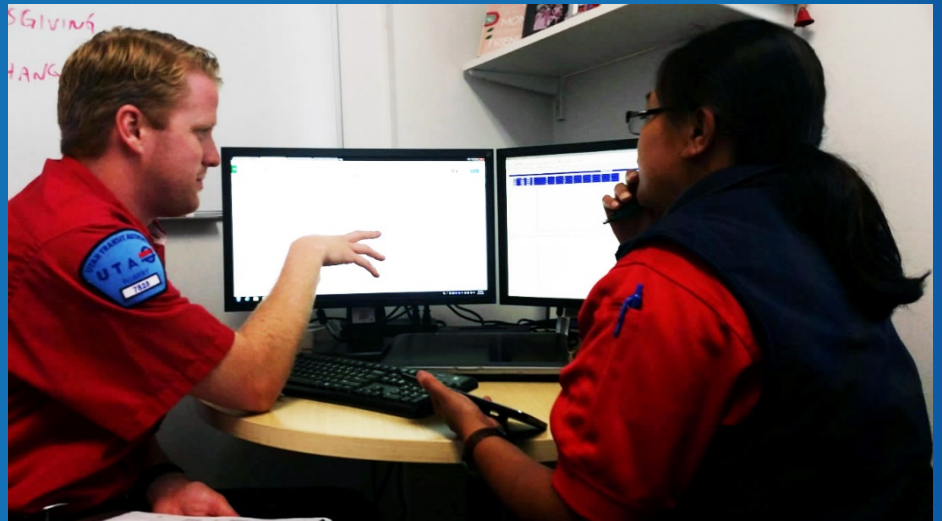
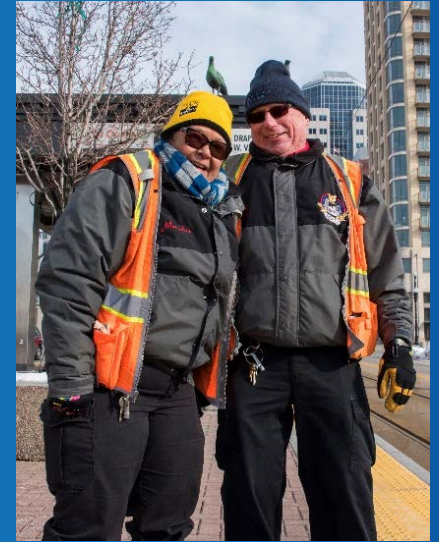
Jerry R. Benson

*Utah Transit Authority,
President/CEO*

Salt Lake City, UT



Defining a High-Performing Culture



Models: Shingo

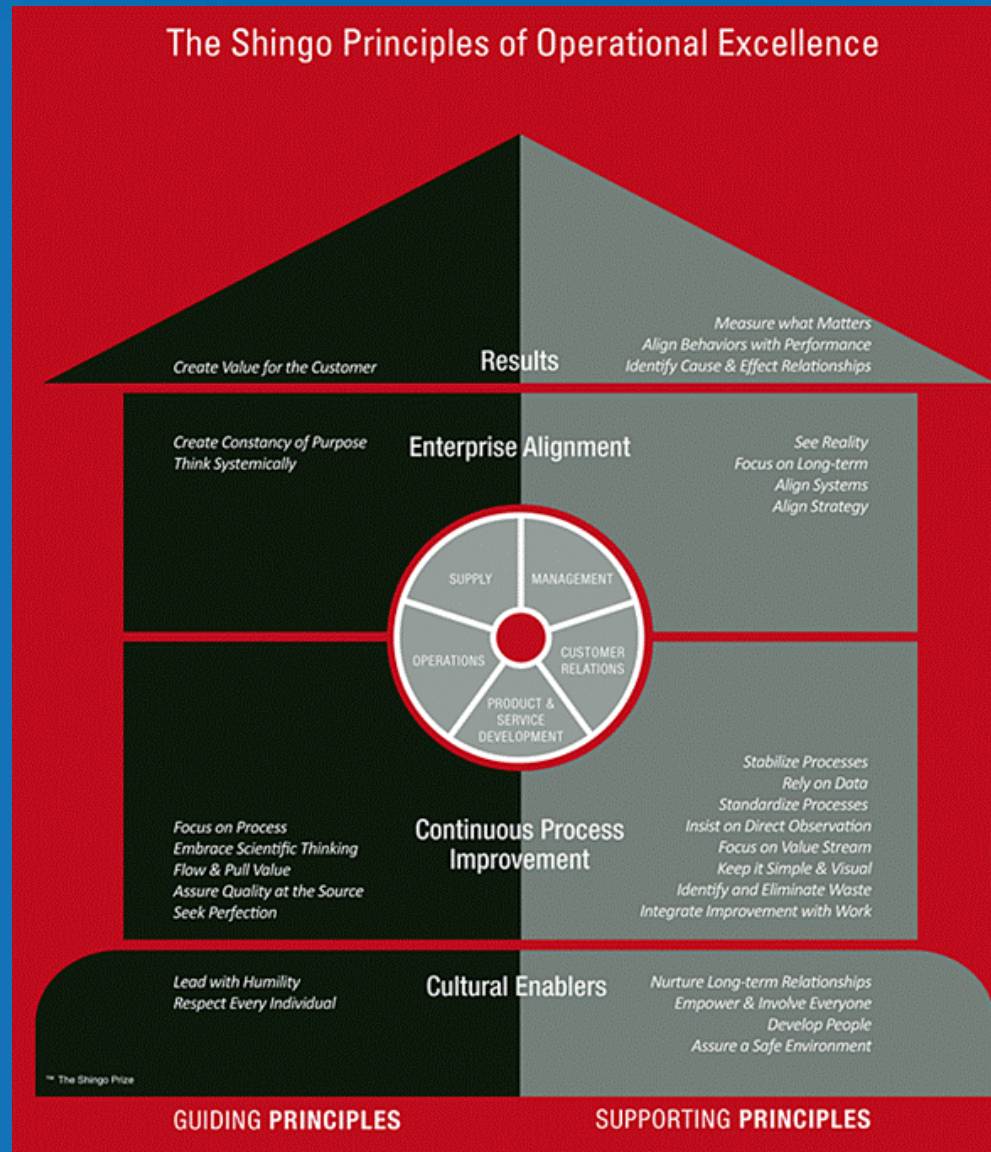


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Models: Center for Innovative Cultures

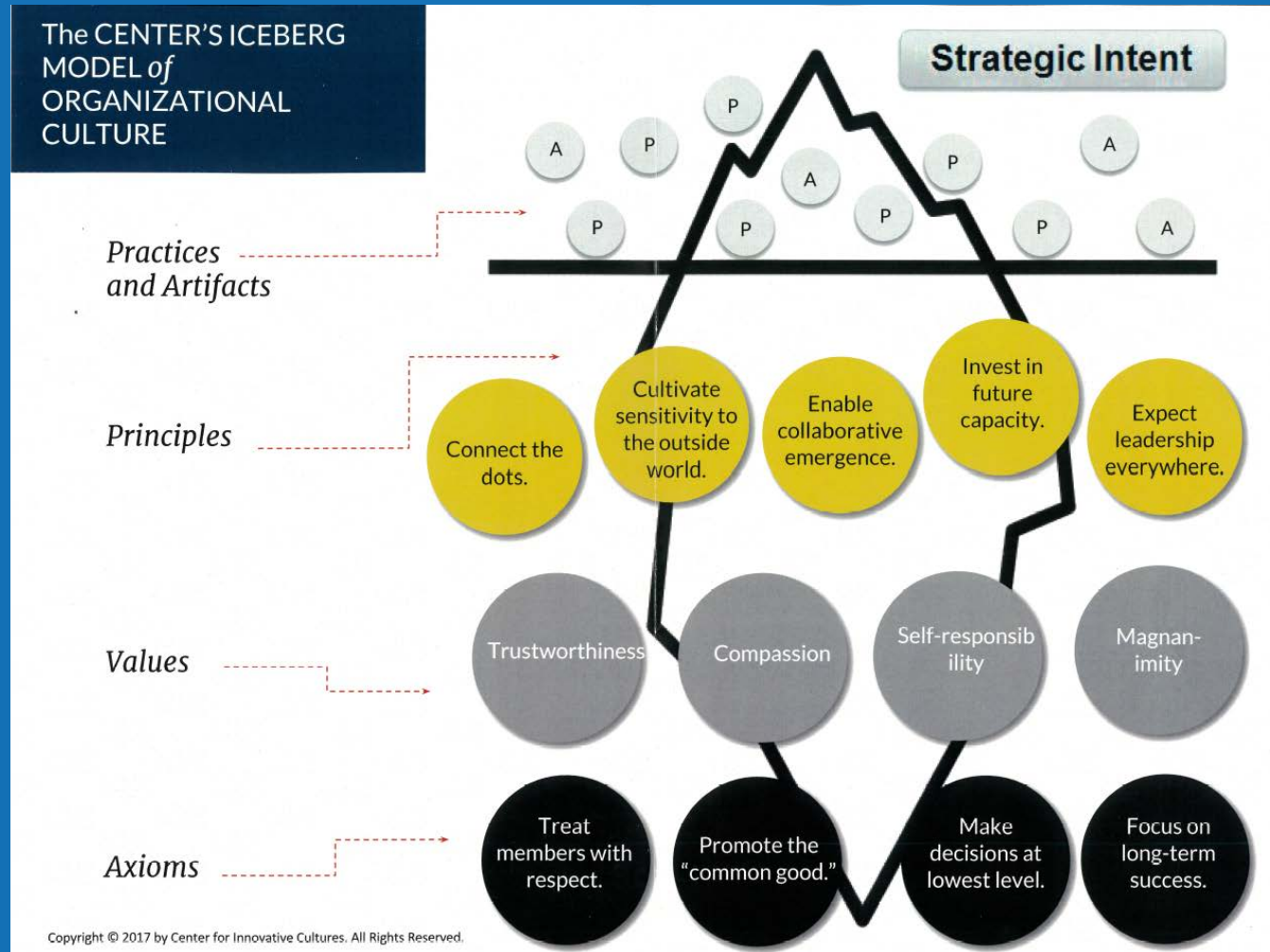


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Models: Arbinger

INWARD VS. OUTWARD

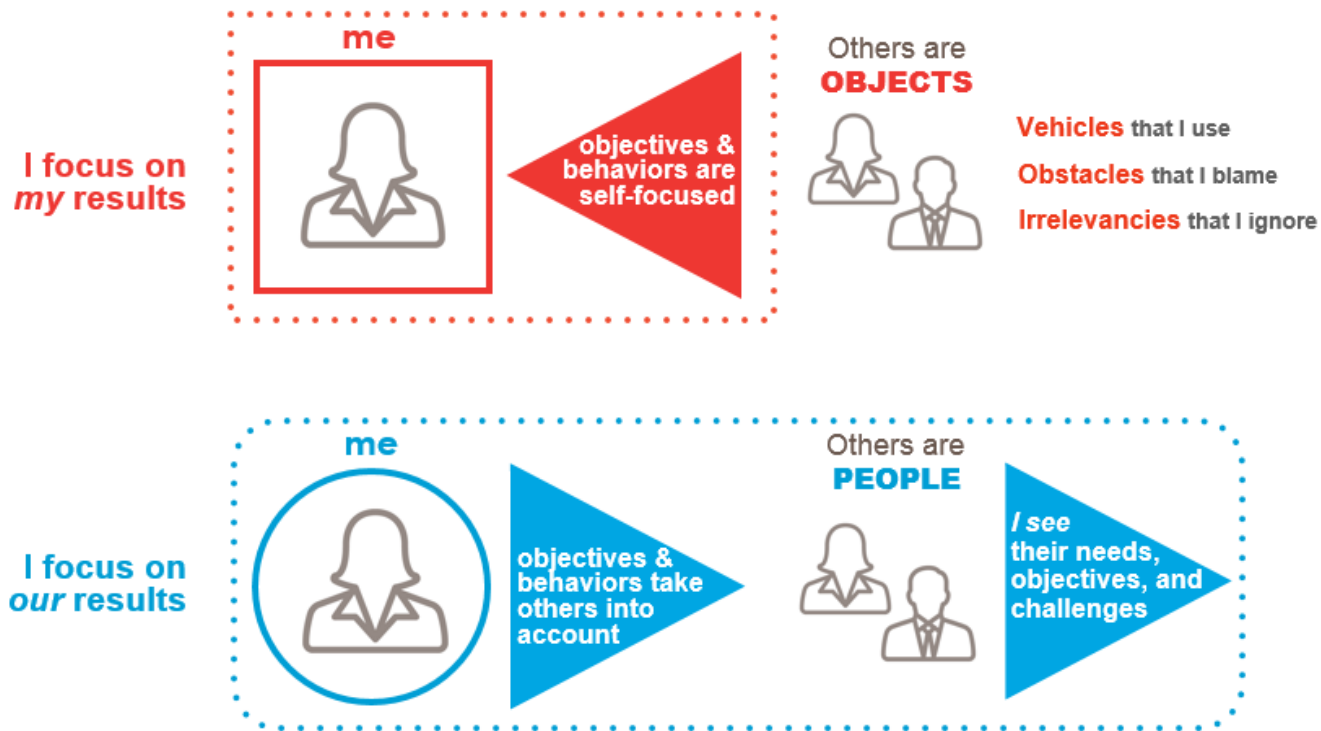
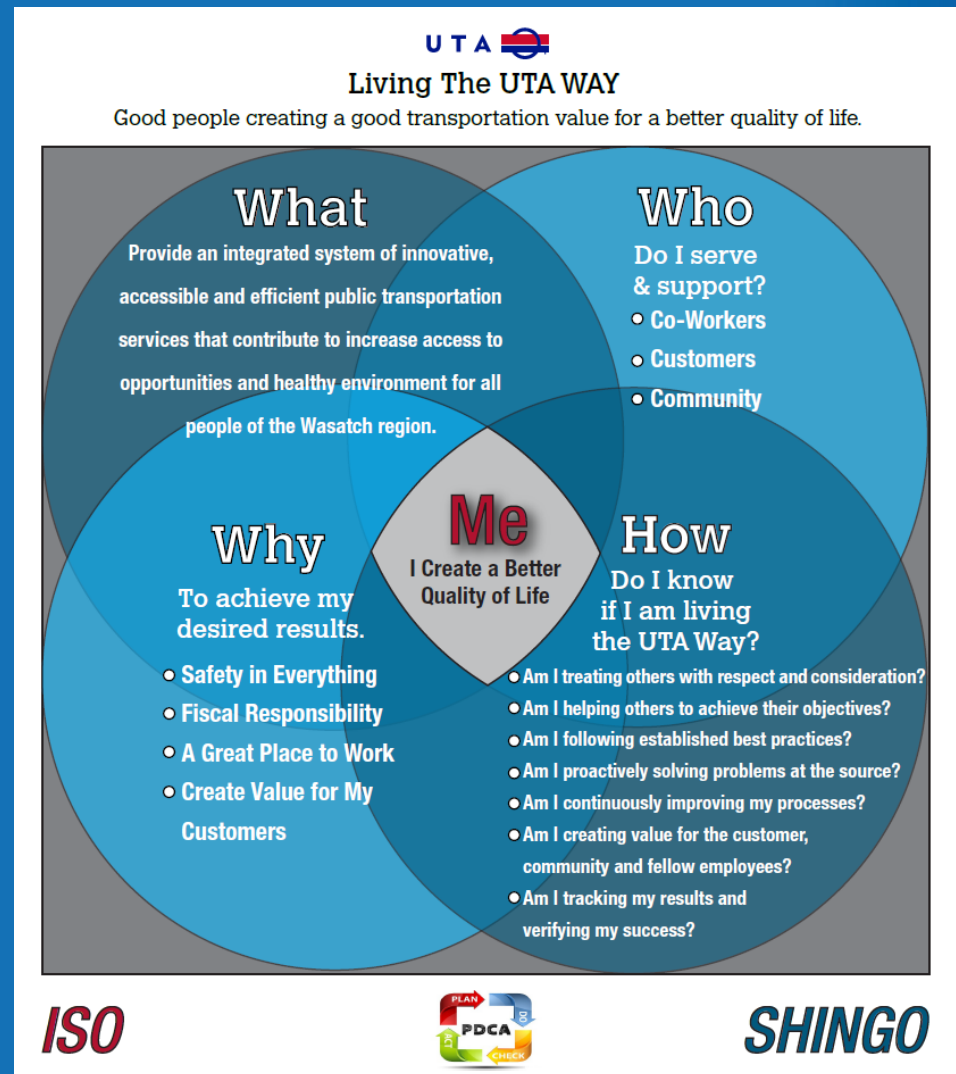


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Strategies for Shaping Culture

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



Listen to Assess Culture



Listen to Assess Culture

HiP
HiP
HOO
RAY!

So EXCITED for you!

Jerry,
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 dysfunctional management.
How long before "they" know you snookered them?

Final Thoughts



Living The UTA WAY

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



ISO



SHINGO



Resources

