

Ten Steps To Fix A Toxic Workplace

Pillar A Assets

1. Assess your culture:

- Conduct employee surveys, exit interviews, and feedback sessions to understand the root causes of toxicity.
- Utilize tools such as [DiSC®](#), [The Five Cohesive Behaviors Of A Team®](#), and [EQ assessments](#).

Pillar B Agree

2. Build a plan to fix the culture:

- Develop your plan in collaboration with your leadership team. If this is not your area of expertise, consider bringing in an outside consultant.

3. Gain agreement and commitment from your leadership team:

- Get input from your leadership team on the action plan. They must be willing and able to model the behaviors they want to see in their teams.

4. Establish clear values and expectations:

- Define expected behaviors, problem-solving approaches ([1:3:1 Problem-solving approach](#)), decision-making protocols, and conflict resolution processes.

5. Seek external expertise for serious issues:

- Consider mediation or consulting to resolve conflicts and address systemic issues that are beyond your proficiency.

Pillar C Act

6. Promote frequent communication and implement reporting channels:

- Encourage transparency, active listening, and prompt two-way feedback between employees and leadership. Establish clear and accessible channels for reporting concerns, including anonymous options. Utilize apps like [Grammarly](#) or AI to enhance written communication.

7. Provide leadership and staff training & coaching:

- Equip leaders with the skills to manage conflict, give difficult feedback, support teams, and foster inclusivity through train on EQ, conflict resolution, leadership, accountability, ethics.
- Offer private and group coaching sessions to address individual and team development needs. Training teaches, coaching seals the lessons.

8. Address specific toxic behaviors and hold individuals accountable:

- Identify and consistently address issues such as bullying, favoritism, gossip, and a lack of recognition, ensuring the enforcement of your values, expectations, and standards.

9. Lead by example:

- Demonstrate the desired behaviors and values to create a culture of respect and accountability. Your leaders need to be the first to do so.

10. Recognize and reward positive behavior and teamwork:

- Highlight and appreciate employees who demonstrate your agreed upon desired behaviors.
- "A group is where people are gathered together, a team is where people pull together to get something accomplished."
- "A healthy business culture is forged by like-minded team players."

Start your workplace culture change today.

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