

What Things Can You Easily Change Within an Organization?

Culture

Changing the culture of an organization takes the full commitment of every leader within the organization. You cannot just tell people, "From now on it's going to be done this way."

For example, when the Armed Forces stated to integrate women into what had been traditional male jobs, a great resistance was put forth by the men who believed that the type of soldiering skills they were performing could only be performed by men. Many of them believed in equal rights, but the culture they worked and lived in made them believe that their work was strictly a man's job...they could not picture a woman doing a job that was traditionally performed by men.

Climate

On the other hand, climate is a feeling by the employees on how they perceive that something should be done in the moment. These feelings can normally be changed within perhaps a few hours, days, or weeks. The workers get these feelings from both their leaders and peers, formally and informally. Feelings are transmitted to them by how their leaders act and model, and what they praise and ignore.

For example, you might believe your department needs to provide better customer service. You then take the necessary actions to help your department start performing customer service better. In the majority of organizations, your actions will not be met with great resistance throughout the ranks. Why? Because "not providing good customer service" is not part of the heritage of most organizations. Thus, if someone wants to change it, it does not really affect others within the organization.

Source unknown