The Culture Blueprint: A performance development accelerator program

CGI

Engage your organization and its members in defining and implementing a customized 90-day blueprint for success with the support of CGI culture experts.

The Culture Blueprint leverages a thorough assessment of organizational culture and climate to support a facilitated session with a leadership team and/or change team. Quantify and connect culture to your top priorities, such as remote collaboration, digital transformation, customer experience, growth, employee engagement, and/or quality to accelerate desired results.

How do we do it?

Understand "why"

We work closely with our clients to discover and align the purpose and vision of the blueprint. Through interviews and facilitated sessions we will capture insights and key events to understand their impact on the current culture. We develop a clear project plan, timeline, and communication plan.

Build a baseline

We enlist participation and engagement through a steering committee, focus groups, and surveys to build a measured baseline of team culture. Survey data is analyzed and communicated.

Plan for change

We brief the steering committee with baseline results and provide recommendations for change. The blueprint for culture improvement and team approach is finalized, delivered, and ready for launch.

What makes up the program?

- **Purpose and vision:** A requirement-gathering session is carried out with key leaders to clarify the purpose and vision for the culture blueprint.

Key questions

- Is your culture helping or hindering your strategy?
- Have you assessed your culture and determined what needs to be shifted to support successful strategy execution?

Key organizational change management principles

- Lead with culture
- Ensure strong executive sponsorship is in place
- Understand where the organization is currently
- Understand where you want to be, when, why, and what the measures will be to get there
- Plan and manage progress in achievable, measurable stages
- Communicate, involve, and engage people as early and often as possible

- **Education:** Top leaders and change agents are briefed on culture and performance connections. Based on the how culture works model, this briefing will focus on the subtle ways that climate shapes culture.
- **Workshops and interviews:** Individuals and groups participate in facilitated sessions to capture insights about the current cultural norms, underlying beliefs, and their impact on outcomes/performance.
- **Culture and climate analytics:** The most widely used and thoroughly researched culture assessment, along with a climate survey, is administered to generate reliable feedback for planning change.
- **Sub-culture analysis:** Culture and climate differences across levels, departments/groups, and other strata are used to identify and spread best practices and to customize improvement plans.
- **Ideal culture:** Qualitative and quantitative approaches are used to identify the ideal culture for the organization in terms of shared values—behaviors that members believe would maximize performance.
- **Improvement planning:** Key learnings about the current culture and climate are captured from top leaders and used as a foundation for devising and adjusting strategies/plans.
- **Roadmap and engagement:** A customized roadmap is developed to share results throughout the organization and to ensure clarity regarding improvement plans.
- **Culture coaching:** Coaching and genuine support from a culture expert is provided throughout the entire program.

What are the key benefits?

- **Adopt a proven language for culture:** Measure critical dimensions of your organization's culture and climate, including values, norms, factors that lead to norms, attitudes and other outcomes.
- **Ensure accountability and confidence:** Build ownership across the organization as team members at all levels unite to support the most important improvement plans.
- **Facilitate shared learning and results:** Adjust strategies/plans and employee involvement approaches to support team learning.

Who is involved?

CGI deploys a two-person core team that works closely with the client in three phases over 12 weeks. The team includes a certified culture strategist to lead the change and culture program and a human-centered design analyst to leverage user-centric observation and research to create supporting materials.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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