



Great Place to Work[®] Conference 2017

“Culture Drives Performance”

**Better Culture
Means
Better Business**

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What is Culture?

“The way we do things”

“Deeply seated (often subconscious) values and beliefs shared by personnel”

“The identity of a business”

“A pattern of shared basic assumptions that was learned as if solved problems
.....that has worked well enough to be considered valid and, therefore to be taught to
new members as the correct way to perceive, think and feel”

The “How” of doing business that is unique to an organization

How is Culture manifested in an Organisation?

Sometimes, you hear people say:

- “I might be able to get double my salary outside but I will not give up the culture I enjoy in this organization”.
- “It doesn’t matter how much money you make or how many weeks of vacation you are given; when you work in a toxic environment, you still come home tense and stressed at the end of each day. And that isn’t worth it.”
- “There is nothing better than working at an organization with a great culture. You wake up every day looking forward to getting back to work on the mission with people you enjoy being around.”
- “Culture is like the wind. It is invisible, yet its effect can be seen and felt. When it is blowing in your direction, it makes for smooth sailing. When it is blowing against you, everything is more difficult.”

Group Financial Performance

In Rs. Billion

Year ended 31st of March	1995	2000	2005	2010	2015	2016	2017
Revenue	5.3	10.5	23	48	92	93	106
Net Profit	0.4	1.2	2.7	5.6	16	16	18
Total Assets	9.6	18.6	38.9	98.6	218	241	277
Total Equity	5.2	7.5	21.6	56.3	150	168	194

1. What is the **John Keells Culture**?

2. **Giving life to the culture**

- Capturing
- Revalidating
- Values as a rallying point
 - ✓ *Hiring*
 - ✓ *Onboarding*
 - ✓ *Celebrating*
 - ✓ *Resourcing*
 - ✓ *Measuring*
 - ✓ *Sanctioning*
 - ✓ *Reinforcing*
- Symbolism
- Transparency & Accountability

3. **Enablers** in fostering and cementing culture at John Keells?

- *Belongingness*
- *Ethos of “we are all in it together”*
- *Team Work*

Thank You

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