A Guide to assist Boards in Governing Organisational Culture

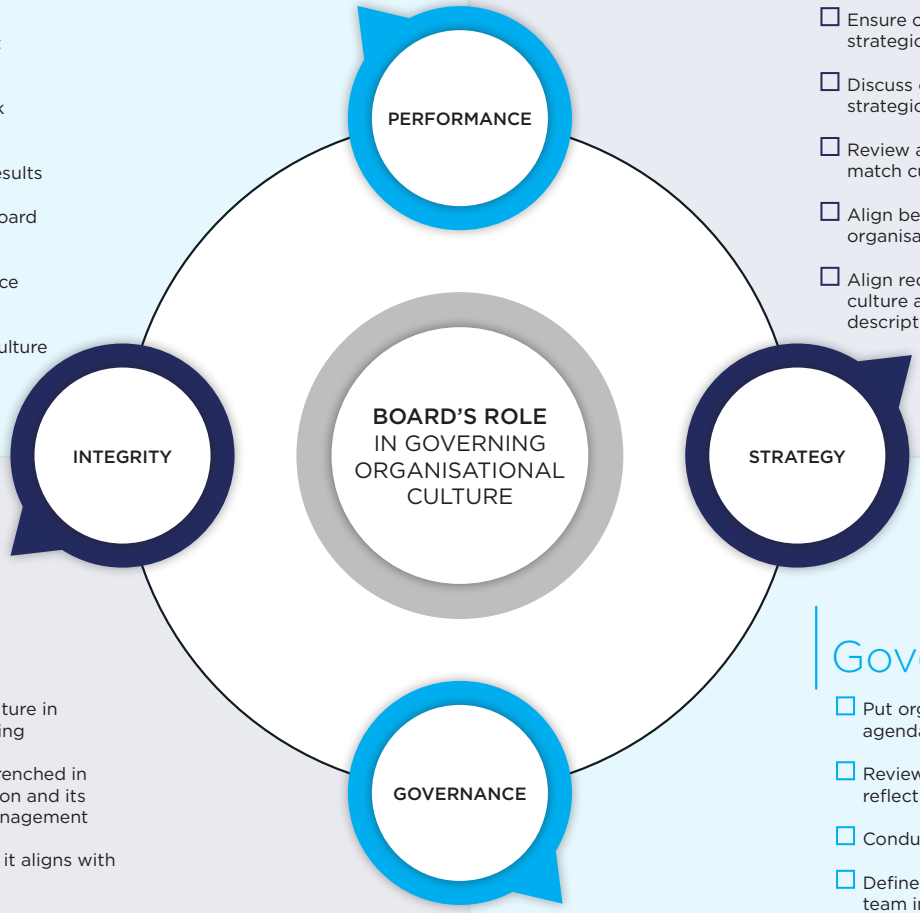
An easy-to-use checklist to assist Board's to govern organisational culture, based on research undertaken with Western Australia's not-for-profit sector.

Performance

- ☐ Monitor stakeholder and customer survey results and feedback
- ☐ Monitor the Board's culture to ensure it matches the organisation's
- ☐ Monitor the organisation's KPIs and risk register
- ☐ Monitor staff survey and pulse check results
- ☐ Conduct performance reviews of the Board and CEO
- ☐ Include culture in the CEO's performance review and monitor regularly
- ☐ Implement a reward system based on culture and values

Strategy

- ☐ Embed culture in strategic planning processes
- ☐ Ensure culture is aligned to the current and future strategic objectives of the organisation
- ☐ Discuss culture at annual strategy workshops and strategic review meetings
- ☐ Review an organisation's values to ensure they match culture
- ☐ Align behaviours and decision-making to organisational vision, mission and values
- ☐ Align recruitment of the CEO to organisational culture and values by including it in the position description



Integrity

- ☐ Uphold the organisation's values and culture in day-to-day behaviour and decision-making
- ☐ Ensure the organisation's values are entrenched in the day-to-day running of the organisation and its staff through the CEO and executive management
- ☐ Set and monitor Board culture, ensuring it aligns with the organisation's culture
- ☐ Engage with staff and participate in the broader organisation
- ☐ Establish and follow a Code of Conduct
- ☐ Request regular updates from the CEO on staff sentiment

Governance

- ☐ Put organisational culture on the Board's agenda for regular discussion
- ☐ Review policies and procedures to ensure they reflect the organisation's culture
- ☐ Conduct internal culture audits
- ☐ Define the role of the board, CEO and executive team in leading and managing organisational culture
- ☐ Embed organisational culture as a KPI for the CEO