J B Nicholls

Organisation Culture Specialist

Company Overview
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Welcome to jbnicholls.com. I'm a cultural assessment and change specialist. The company overview provides a summary of my strengths, experience, capabilities and approach. As a start-up, the approach is refreshing; based upon my core values of integrity, ingenuity and authenticity I bring an energy and honesty combined with pragmatic simplicity, oh and fun!

Cheers

Jim



Background



MSc Management & Human Resources PGCE Adult, Higher & Further Education BA (Hons) Business Management

25 years of developing organisation cultures, teams and people

Capabilities

Not-for-profit, Public & Private Experience





CULTURAL
ASSESSMENT
& CHANGE

Cultural Audit
Cultural Change

Mergers & Acquisitions

Digital Change Programmes

Engagement & Communications

Leadership & Management Cultures

Team Cultures



Strengths



Integrity — do the right thing



Ingenuity – find new ways



Authenticity – driven by values



Expertise and track record

What I do

Cultural Audit

Cultural Change

Mergers & Acquisitions

Digital Change

Programmes

Engagement &

Communications

Leadership &

Management Cultures

Team Cultures

Where I've applied it

Boards

Leadership Teams

Operational Teams

Back office functions – IT, Finance, HR, Contact Centres

Supply Chain and Fulfilment Services

With which organisations

























With what results

Doubling of the HR Divisions engagement score within three months

15% improvement change readiness scores within 6 months

New behaviour model adopted for B2B partnering

Organisation reviews saving 10% people costs

Organisation design for growth doubling headcount



Why culture?

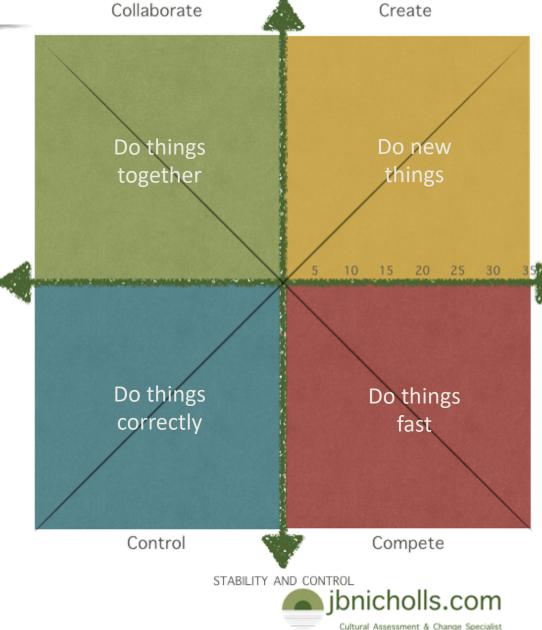
- ✓ Performance
- ✓ Productivity
- ✓ Innovation
- ✓ Agility
- ✓ Competitiveness
- ✓ Engagement & Retention

So-so Culture: £11k in **Effective Culture:** 20-30% improved results lost productivity annually per employee (Kotter & Heskett) (Porath & Pearson) Positive Culture: Toxic: Bullying: 40% 40% higher performance productivity (Cameron) decrease

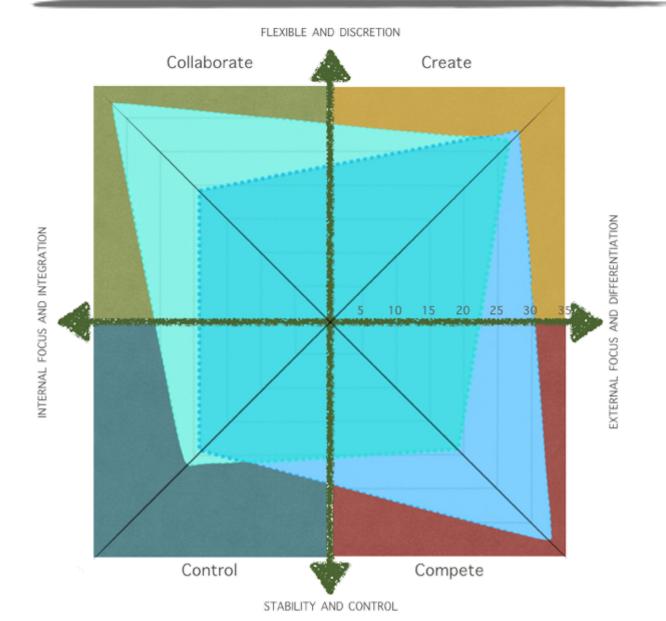
(Sutton)



- ✓ Globally used framework
- ✓ Over 10,000 companies in 30 years
- ✓ Validated by research Kim Cameron & Robert Quinn, University of Michigan
- Aligns to Insights DISC and Myers **Briggs Assessments**



Approach - Competing Values Framework



3 Step - Cultural Improvement Plan

- 1. Diagnosis
 - ✓ Engagement and consensus
- 2. Interpretation
 - ✓ Defining what this means for your organisation
- 3. Implementation
 - Enterprise understanding and individual accountability



Establish 360-degree evaluation

Control

Introduce horizonal career development programmes

All employee involvement in strategic planning

Drive a strong ED&I agenda

Change reward and recognition drivers

Drive decision making and budget responsibilities to those closest to the customer

Energise employee recognition schemes

Measure customer request to delivery

Audit what you measure and value, align to future org.

Reduce costs by 5% every year for the next 5 years

Evaluate every practice and process

Increase the capacity of information to flow through the system Hold regular audits, create a real-time audit team for big projects

CEO focus groups to determine understanding of direction Assess org vision, does it inspire creative initiative?

Move to a flexible structure

Do your org values reflect innovation?

Reward and measure innovative behaviour

Hard assess organisation community citizenship – what does it cause / contribute?

Track customer / client satisfaction

Customer input into your decision making

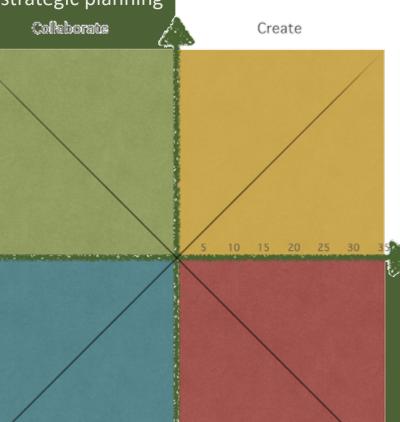
Reimagine the customer contact processes

Implement customer education system – informed purchased choices

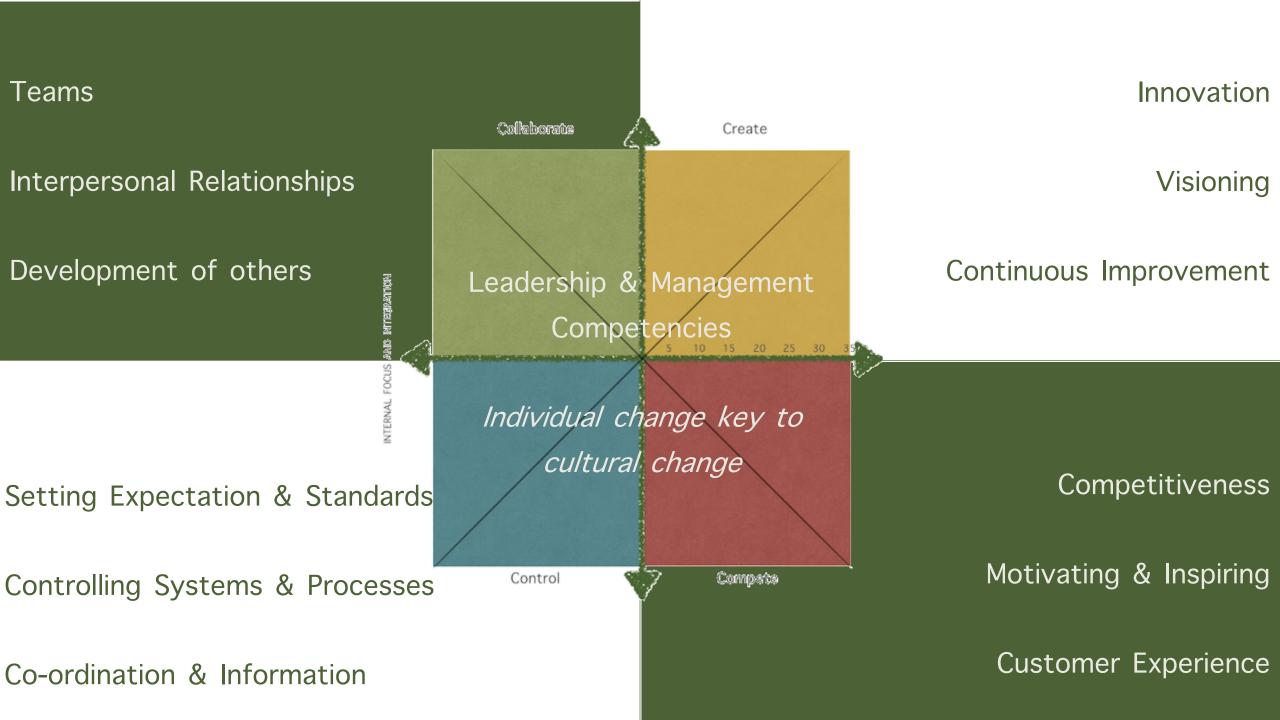
Customer focus group interviews

Develop new capabilities based upon future customer demands

Competitor and market analysis



Compete



Links

- ✓ jbnicholls.com
- ✓ ocai-online



