# Acknowledgement

Australia & Aotearoa

**Australia:** Orange Sky acknowledges the Aboriginal and Torres Strait Islander people as the traditional custodians of the land across Australia where we are all located today and we pay our respect and honour to Elders past, present and emerging. We are committed to working together to create a positive future.

# Host & Presenters

Australia & Aotearoa

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REC
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# POSITIVELY CONNECT COMMUNITIES

# What makes an Orange Sky Person

## POSITIVELY CONNECT COMMUNITIES

**Believes in what we do**
– Is on board with our mission and what we are trying to achieve
– Always considers how their actions impact the OS community
– Understands, sees & contributes to our impact
– Demonstrates their alignment with the OS culture
– Is committed to what we do and is not just here for a job
– Is excited for the future and embraces it

**Strives to continually improve**
– Solves problems
– Challenges the norms Never stops learning, both personally and professionally
– Is committed to longevity and scalable solutions

**Respects one another**
– Doesn't undermine a decision once it's been made
– Trusts that each member of the team is doing the right thing
– Respectfully addresses concerns
– Is on time and adheres to meeting protocols
– Tidies up after them self
– Is responsible for the energy they contribute inside and outside the organisation

**Looks out for each other & themselves**
– Acts like this place is their own and is proud of every square metre
– Takes ownership of their own workload and responsibilities
– Puts safety first
– Practices and encourages self-care

**Builds & maintains honest relationships**
– Has open communication within the entire team
– Provides positive or negative feedback constructively & immediately with the appropriate person
– Strives to continually grow relationships within the OS community
– Considers the way we talk to and about one another
– Earns the respect of others

**Walks the walk**
– Leads by example
– Follows through with what they say they are going to do
– Always represents OS in a positive way
– Finishes what they start
– Gets stuff done without complaint

**Gives things a crack**
– Loves trying things
– Learns from mistakes
– Is not afraid to fail
– Takes and encourages initiative
– Doesn't stop at the first hurdle
– Is flexible and responsive to change

**Celebrates success**
– Excited to see achievements in the OS community
– Acknowledges every person has a role to play
– Doesn't big note themselves
– Agrees every success is worth celebrating

# 5 Tips for Creating Great Culture

# 5 Tips for creating great culture

1.  Be Intentional

2.  The Power of Recognition

3.  Building Relationships

4.  Communication

5.  Setting a good example

# 1. Be Intentional

**What is Culture?**

*Culture is Behaviour Repeated.*

**An intentional approach to creating culture, is to be intentional in our thoughts, language and behaviour.**
Ask yourself:
- *How am I showing up to each service?*
- *How am I positively connecting communities?*
- *Am I showing up in the spirit of service, even on my toughest day?*

**A psychologically safe team has higher trust; stronger trust builds stronger cultures.**
Ask yourself:
- *Do my volunteers feel seen, heard & celebrated?*
- *Are they experiencing this first-hand each shift or in every interaction?*

Every interaction is a chance to create great culture

# 2. The Power of Recognition

**Recognition starts with saying "thanks".**

- *How often do you thank every one of your team for coming to each shift?*
- *If you missed the opportunity on shift, are you following up via message?*
- *The power of recognition is that it is done generously & consistently*

**Use your OS characteristics to recognise your team.**

- *Characteristic Shares are a great way to start a shift, a meeting or used via group messages.*
- ***For example - "I want to call out Mary for our characteristic of 'Gives things a crack', as she managed to resolve the van issue we had last week, and registered it with HQ, who have now permanently fixed the issue.***

**Recognition means different things to different people. So, ask your team, what does recognition look like to them?**

- *Do you want to be recognized just with a thanks in person?*
- *Do our volunteer events (service birthdays and end of year celebrations) feel like recognition to you?*
- *Is there another way you would like to be recognized?*

# 3. Building Relationships

**Before anything, do you understand each of your teams WHY?**

- *Find out why your team members have joined Orange Sky in the first place and seek to understand why they continue to volunteer with us*
- *Don't assume that you know. Everyone loves to tell their story, don't be afraid to ask.*
- *Understanding the motivation will help you in keeping them engaged longer term*

**Find ways to have conversations that matter.**

- *How often do you reach out to each of your volunteers individually to see how they are going?*
- *If it is quiet on shift, could you sit with them in the orange chairs to catch up?*
- *Service Leaders and Service Coordinators are you checking in with your Team Leaders every 4-6 weeks through a phone call or a WhatsApp message? Asking questions about how they are doing, if they have any concerns and do they need anymore volunteers?*

**Remember, we are human, too.**

- *Use each shift to check in on how your volunteers are doing in their personal lives*
- *Find out something about their work or their personal interests and keep an eye on how they are going*
- *Maintaining a friendship will make it easier to know your people, manage challenges and be aware of any upcoming changes.*

# 4. Communication

**Does everyone know what is happening? Two-way feedback matters, most.**

Ask yourself:

- If I was in the volunteer's position, do I have as much up to date information as I need to run my service?
- Have I received information recently that would help everyone in the team to be aware of?

**Communicate - even when you don't have the answers.**

- *Focus on consistency, rather than whether all the information is there or not.*
- *If you are unsure, ask yourself, is what I am about to say - relevant, required and responsible to share?*
- *Transparency and vulnerability helps to build trust with your team. They know you are a source of truth.*

**Get Creative. Be Engaging.**

The next time you go to communicate, consider the following;

- Could I send this as a voice note, to make it more efficient and convenient for those who are listening?
- Are you using different avenues to communicate? Does your team want to hear from you on shift as well as WhatsApp?
- Are you using pre-shift huddles as an opportunity to communicate important information?

# 5. Setting a Good Example

The value of a true leader is not measured by the work they do, but by the work they inspire others to do.

- Simon Sinek

**The best behaviours are lead from the front**
- If culture is behaviour repeated, am I setting the right tone for my people?

**Know your Purpose & live the OS characteristics**
Ask yourself:
- "Is this *action* positively connecting communities?
- Could I link this feedback or recognition to one of our OS characteristics?
- How am I demonstrating our Purpose or characteristics through my own behaviours?

**Own mistakes and your service**
- If you make a mistake, own it and call it out. Your team need to know they are safe to make mistakes and correct them, without getting in trouble.
- If something goes wrong with the service, be the first to step up and own it. We are running a volunteer service, but it is still a service. We need to be service focused when managing our friends.

# 5 Tips for creating great culture

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1. **Be Intentional**
   - What is Culture?
   - How does it motivate and engage?
   - What can I be aware of?

2. **The Power of Recognition**
   - Saying Thanks
   - Value Shares
   - Asking first

3. **Building Relationships**
   - Conversations that Matter
   - Fortnightly Check ins
   - Asking Why

4. **Communication**
   - Does everyone know what is happening?
   - Communicating even when you don't have the answers
   - Getting creative

5. **Setting a good example**
   - Lead from the front
   - Know your Purpose & live the OS characteristics
   - Own mistakes and your service

# Questions?



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**How would you rate this session?**

# slido

## How would you rate this session?

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## Any other feedback?

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