



LSS Values Case Study

LSA Mission Leaders Group + September 5, 2024



Previous Values (2017)

I pledge to be a positive leader,
modeling teamwork and the
Christian Core Values
of **Lutheran Senior Services**
to those around me by:

-  Being *Faith Inspired* to serve as Christ would serve
-  Prioritizing *People First* in my decisions and actions
-  Providing *Service Excellence* in all that I do
-  Wisely managing resources through *Responsible Stewardship*
-  Sharing my *Generous Heart* with others through my gifts and talents

I pledge to help others succeed,
to be a resource to those around me,
to support and uplift my team.



First Step: Values Survey

- Facilitated by Drive Culture Outcomes (Denise Boudreau)
- Utilizing Barrett Values Centre Culture Score
- 3 questions—Pick 10 values for:
 - My personal values
 - Values of the current culture
 - Values for a desired culture
- Administered Jan-Feb 2023, 887 participants



Culture Results & Overall Themes

Desired Culture

Cultural Indicators	#Votes
Accountability	441
Teamwork	268
Balance (Home/Work)	266
Coaching/Mentoring	249
Valuing People	234
Customer Satisfaction	232
Continuous Improvement	231
Honesty	229
Caring	228
Employee Recognition	228

Cultural Indicators – “Values Jumps” Based on Current vs. Desired Culture

	# of Votes
○ Open Communication	117
○ Coaching & Mentoring	143
○ Accountability	282

Values Jumps are the areas that have the biggest jumps from our current culture to the desired culture.





Values as Verbs!



Connecting Cultural Indicators to Our Values

Examples of Action-Based Values



<https://www.americanexpress.com/in/company/mission.html>

- We deliver for our customers
- We make it great
- We do what's right
- We respect people
- We need different views
- We win as a team





We receive
and give grace
in faith.



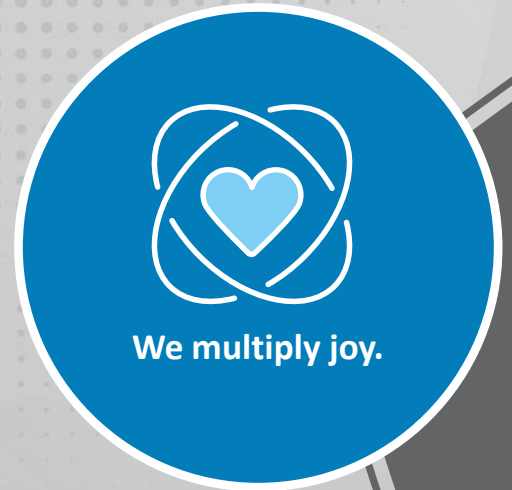
We meet you where
you are, and we
grow together.



We give our best.



We share ideas.



We multiply joy.

WE LIVE OUT OUR MISSION THROUGH OUR CORE VALUES

