



Living Your Values: Building Engaged, Inclusive & Recognised Teams

Course Overview:

This course is a **practical, interactive training program** designed to help companies **turn their stated values into everyday behaviors**. Through hands-on modules, participants explore:

- **Effective communication** – bridging gaps between what is said and what is understood
- **Living your values** – translating company values into observable, actionable behaviors
- **Inclusion** – ensuring every team member feels heard, valued, and empowered
- **Recognition** – creating meaningful recognition practices that drive engagement
- **Measuring cultural transformation** – designing KPIs to track progress and sustain change

The course blends **reflection, group activities, and real-world examples** to give participants skills they can immediately apply, creating **teams that are collaborative, motivated, and aligned with organisational values**.



Living Your Values: Building Engaged, Inclusive & Recognised Teams



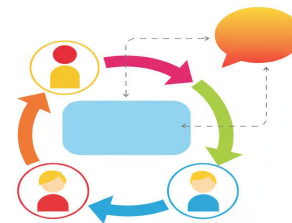
Module 1: Foundations of effective communication

Foundations of Effective Communication



Module 1 Objective...

Understand how communication shapes culture and explore the difference between what is said and what is understood.



CLARITY
Communication Flow

Communication Gaps

- Words $\neq$ Understanding
- Tone, intent, and context matter
- Misunderstandings impact trust



Active Listening

- Listen to understand, not to respond
 - Ask clarifying questions
- Reflect back to confirm understanding



Reflection Prompt

Think of a time communication caused tension or confusion. What happened?



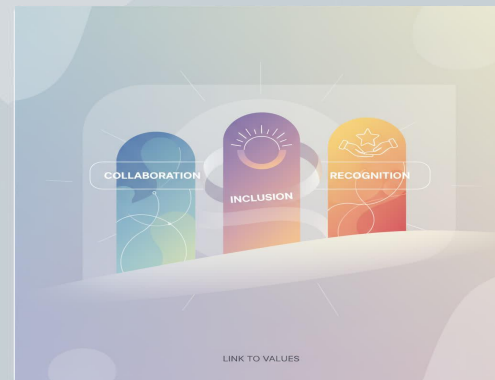
Activity: Said vs Understood

One participant describes an image;
others draw it. Debrief differences.



Link to Values

- Collaboration
- Inclusion
- Recognition



Key Takeaways

- Communication builds trust
- Active listening strengthens engagement
- Reflection + awareness = aligned actions





Module 2: Living Your Values

Living Your Values

Module 2 – Living Your Values

1. Title Slide



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Module 2 Objective...

Turn company values into lived, observable behaviors across all roles.



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Values in Action

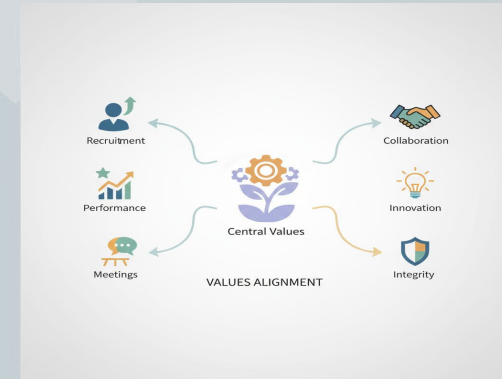
- Behaviors reflect values
- Leaders model expected behaviors
- Small actions matter



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Values Alignment

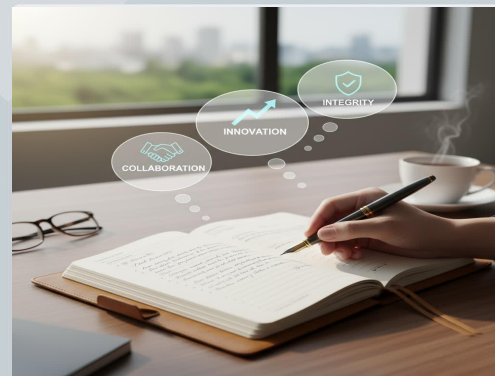
- Recruitment & onboarding
- Performance evaluation
- Team meetings & decisions





Reflection Prompt

When have you seen company values fully lived? Where is the gap?





Activity: Values-to-Action Workshop

Pick one value, define what it looks like and what it doesn't, share with group.



Personal Challenge

Identify one personal behavior misaligned with values. Create a small improvement goal.





Key Takeaways

- Values are lived, not just posted
- Small actions make big cultural impact
- Reflection + practice = consistent behavior



Module 3: Inclusion as a Strategic Advantage

Inclusion as a Strategic Advantage



Module 3 Objective...

Build awareness and practical skills to ensure every team member feels heard, valued, and able to contribute.



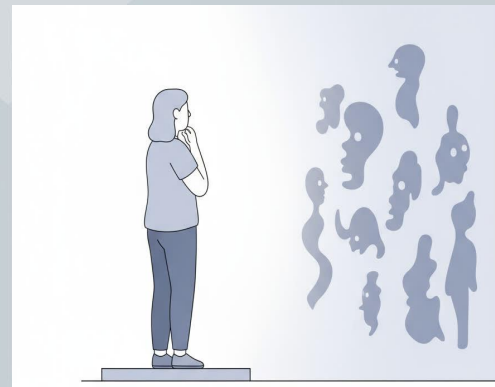
Inclusion vs Diversity

- Diversity: Who is in the room?
- Inclusion: Who is heard?
- Belonging: Who feels safe contributing?



Understanding Bias

- Recognise unconscious bias
- Small awareness = big impact



Reflection Prompt

When have you felt included? When have you felt excluded?



Activity: Perspective Swap & Silent Voices

Argue from another perspective; silent participants share thoughts. Discuss barriers.



Inclusive Practices

- Invite quieter voices
- Rotate facilitation
- Value all perspectives in decisions



Key Takeaways

- Inclusion enhances engagement and innovation
- Awareness + action = cultural transformation
- Everyone has a role in inclusion



Module 4: Recognition That Drives Engagement

Recognition That Drives Engagement



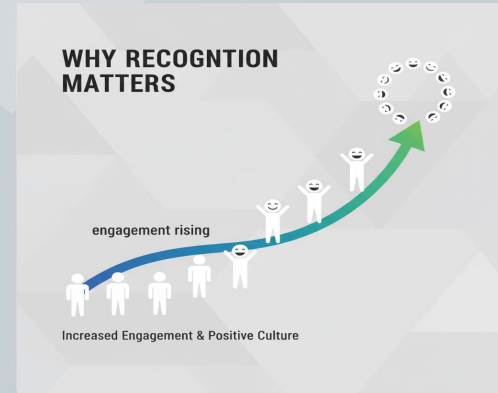
Module 4 Objective...

Shift recognition from formality to
meaningful driver of motivation and
belonging.



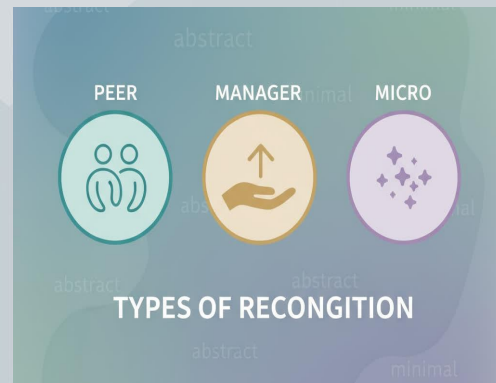
Why Recognition Matters

- Boosts morale, trust, engagement
- Reinforces desired behaviors



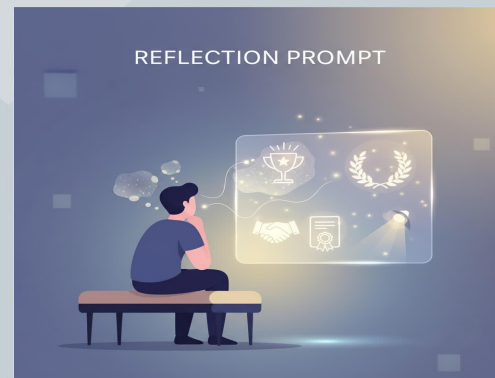
Types of Recognition

- Peer-to-peer
- Manager-to-team
- Small wins & micro-acknowledgment



Reflection Prompt

When were you last genuinely recognised?
How can recognition improve?



Activity: Recognition Mapping

Map where recognition happens,
identify gaps, explore opportunities.





Link to Values

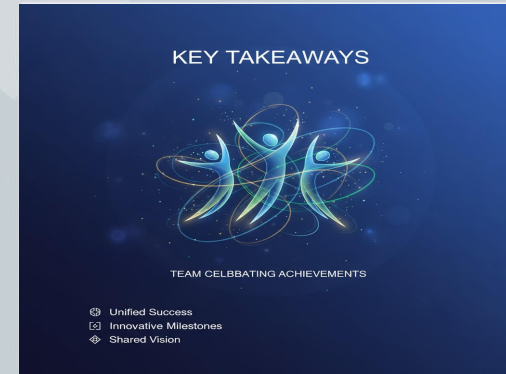
- Align recognition with core behaviors
- Celebrate actions, not just results





Key Takeaways

- Recognition builds engagement
- Small, timely acknowledgment matters
- Recognition reinforces culture



Module 5: Measuring & Sustaining Cultural Transformation

Measuring & Sustaining Cultural Transformation





Module 5 Objective...

Empower leaders to track progress, maintain momentum, and embed continuous cultural improvement.



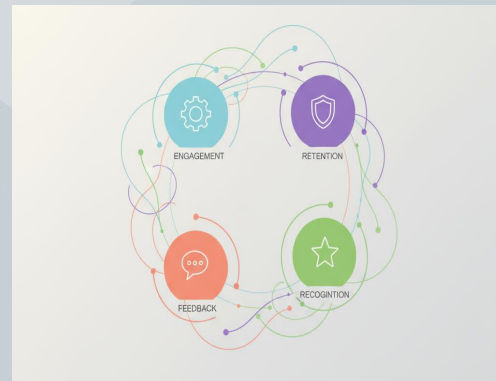
Why Measurement Matters

- You can't improve what you don't measure
- Metrics guide action & accountability



Key Metrics Examples

- Engagement scores
- Recognition frequency
- Retention & internal mobility
- Employee feedback





Reflection Prompt

How do you know if your culture is improving? Which metric shows immediate impact?



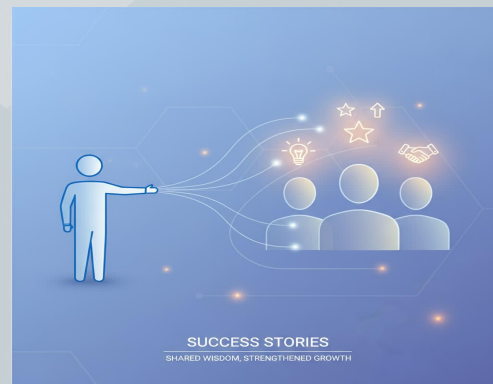
Activity: Cultural KPI Builder

Teams design dashboard, discuss
baselines/targets, plan quarterly reviews.



Storytelling & Reinforcement

- Share success stories
- Celebrate wins publicly
- Continuous recognition





Key Takeaways

- Metrics + reflection = sustained change
 - Storytelling reinforces learning
 - Action plans ensure values are lived





Closing & Reflection

- Reflect on one action you'll take immediately to live company values.
- Quote: "Values are only real when they're lived. What's one small action you'll take this week to bring our values to life?"

Closing
&
Reflection