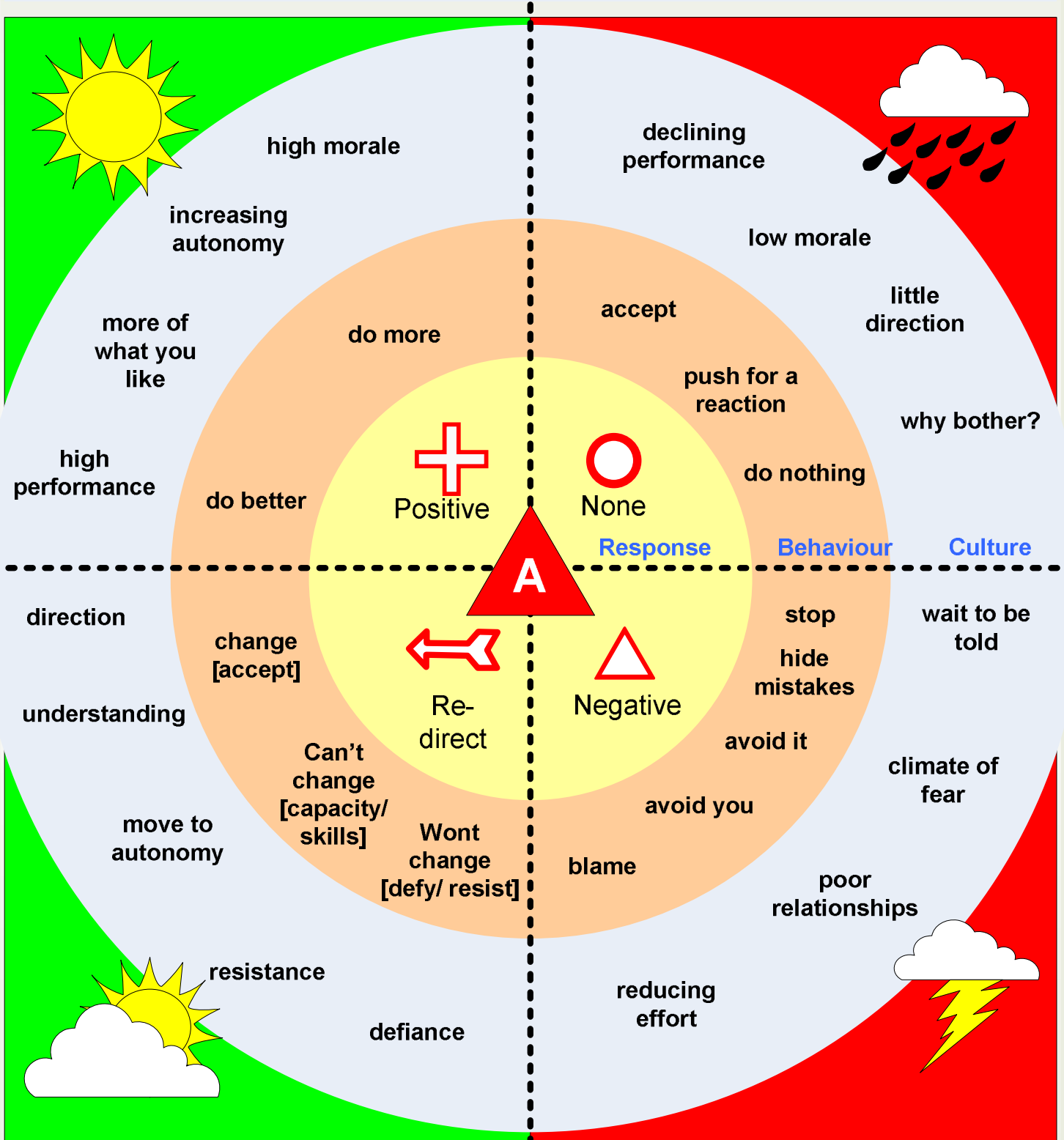


4 Possible responses to an action & the resulting behaviours & culture

An action is simply something that an employees does. The response is what their manager does when the action is in progress or completed
Behaviour results from this interaction [or non interaction] and the culture is formed by the behaviour of many employees over a period of time.



Adapted from Ken Blanchard