



# **CHR Council Live!**

## ***How to Succeed and Thrive through Cultural Integration***

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# The Culture Challenge



- Culture is famously difficult to change, merge or integrate
- 50-80% of all mergers fail as a direct result of ignoring cultural integration
- Cultural integration in a medical environment poses unique challenges



# Importance of Culture

- In your family
- In your relationships
- In organizations



# What is Culture?



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- The “way things are done around here”
- Embedded assumptions
- Leadership beliefs
- What is rewarded



# Integrated Vision: The “And” Story

- Everybody in the organization works towards a clearly understood common purpose with shared processes, procedures and core values
- Successful cultural integration has occurred when individuals are prepared to give up on “their way” for a best practice in service of the common purpose.





# Cultural Integration is Change. Change is Hard.



- People will resist change
- Resistance is natural
- A sense of loss is normal
- It won't happen overnight



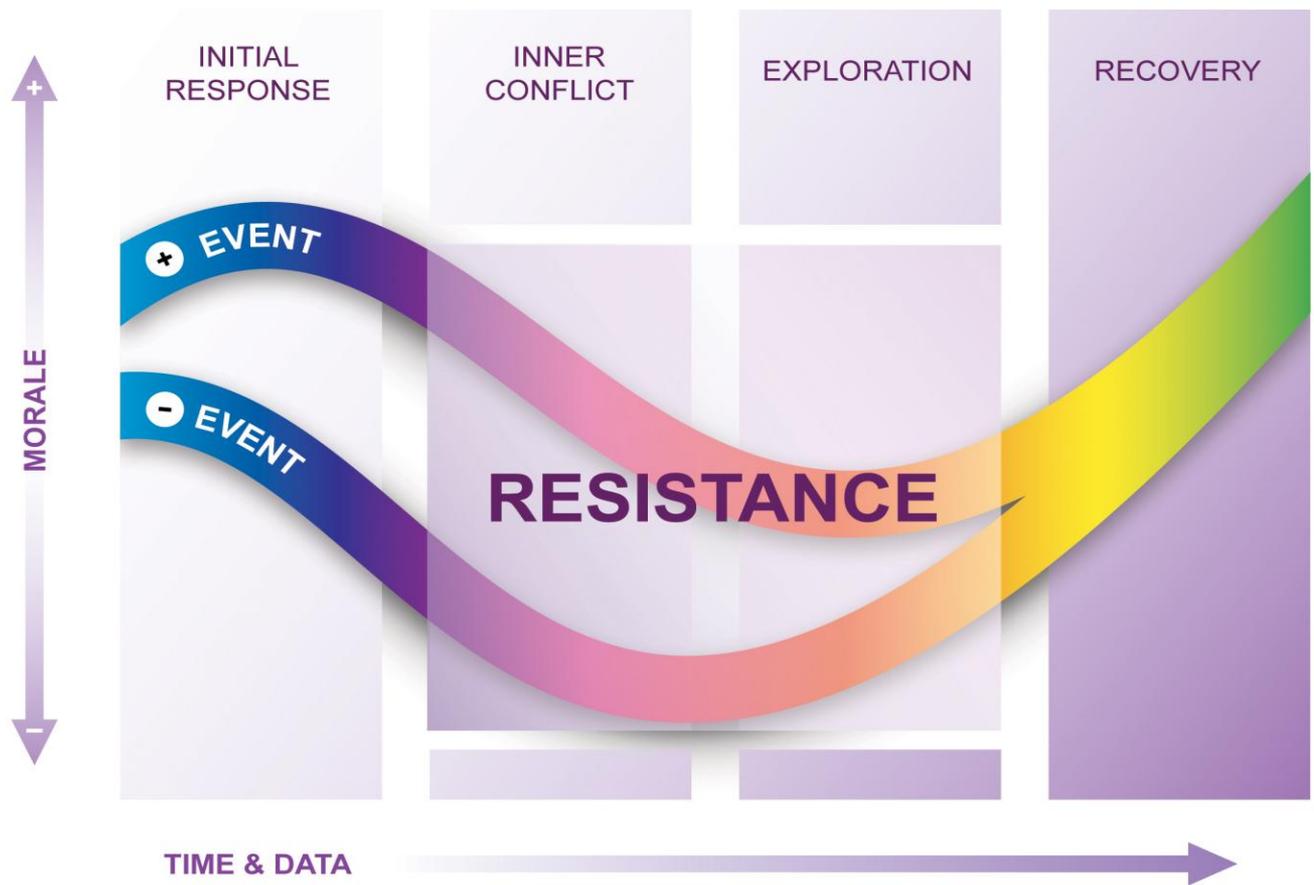
# Create Change & Manage Transition

- **Change** is **external** and situational: the new role, the new technology, the new hospital, the new culture, etc.
- **Transition** is the **internal** psychological process individuals go through in response to the change.





# REACTION TO CHANGE





# Culture is Emergent

- We are creating this together
- It's not just leadership
- Blending “families” takes time and energy
- You are creating culture right now!





# Cultural Integration Tips & Tools

- Be open and curious
- Empathize, respect and acknowledge
- Share information
- Be patient
- Look for creative solutions
- Assume positive intentions
- Take baby steps





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# Keep Your Eyes On the Prize: Where The Nation Heals Its Heroes!





# Questions? Suggestions?

- Let us know what you think!

