

Lead Culture Toolkit



Culture is built in the everyday interactions that shape how people feel at work. Heart-centered leaders build cultures of psychological safety, inclusion, and shared ownership.

They encourage openness, embrace learning from mistakes, and ensure that values are lived, not laminated. *Leading culture* is about weaving trust and transparency into the fabric of an organisation so that people feel safe to speak, learn, and lead together.





Be Consistent and Clear

Predictability builds safety. When people know what to expect from you, they can relax, think clearly, and contribute without fear. When your actions match your words, and your values don't shift with circumstance, people learn that they can rely on you. That reliability is what builds psychological safety.

Consistency in Action

- Keep your word — especially on the small things.
- Communicate changes early and often.
- Explain the “why” behind decisions, not just the “what.”

Reflect

- Where might my behaviour feel inconsistent to others?
- What could I do to be clearer or more predictable in how I lead?
- How can I make sure my values show up the same way in every room I'm in?

Clarity and consistency build trust, they also create the stability people need to grow, speak up, and lead with you.



Toxic Leadership Red Flags

Even the most capable leaders can miss subtle signs that a culture is becoming unhealthy. This quick reflection tool is designed as a personal *sanity check*, a way to pause and ask yourself, “Am I seeing behaviours here that don’t align with my values?” Use it privately and honestly; awareness is the first step in protecting yourself and shaping a healthier environment.

Watch for These Subtle Behaviours

- Micromanagement disguised as “high standards” - controls rather than empowers and quietly suffocates creativity.
- Withholding information - centralises power and limits collaboration.
- Playing favourites - creates division and unhealthy competition.
- Subtle gaslighting - erodes confidence slowly by making people question their memory or perception.
- Boundary creep - “just this once” turns into expectation, replacing balance with burnout.

Reflection: Toxic cultures rarely start loudly; they grow quietly through what we normalise. Pausing to notice and name these patterns is how we stop them from becoming our standard.





Speak and Learn Together

Culture isn't shaped by posters or slogans; it's built in everyday interactions. This tool helps teams reflect on how well they're creating a culture where everyone speaks, learns, and leads.

Team Reflection Questions

- Do all voices get heard in meetings, not just the loudest?
- Are mistakes treated as learning opportunities?
- Do we celebrate shared wins, not just individual stars?

Action Prompts

- One way we can increase inclusion in our team is...
- One way we can create more learning moments is...

Use this as a standing agenda item once a month.
Small reflections build big culture shifts.

