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# Organisational Culture Diagnosis and Behaviours Training Course

31 January – 4 February 2027
Kuala Lumpur

# Organisational Culture Diagnosis and Behaviours Training Course

**Ref:** 3181_120892 **Date:** 31 January – 4 February 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Organisational Culture Diagnosis and Behaviours is a 1-week training course for human resources leaders and senior managers who need to read the culture they lead and shape the behaviours it rewards, ending with a culture development plan. As hybrid working, rapid restructuring and shifting employee expectations test how people actually behave at work, unspoken norms decide whether a strategy lands. Jupiter Prime Training delivers this course on Organisational Culture Diagnosis and Behaviours.

## Why Organisational Culture Diagnosis and Behaviours Matters Now

Three pressures reshape workplace culture: dispersed teams, frequent reorganisations that blend different habits, and employees who judge employers by how decisions are made. Leaders who read their culture accurately steer daily conduct towards the strategy and keep talent. Those who misread it see values ignored and change efforts stall. The course rests on behavioural evidence: observable conduct, leader signals, repeated routines and the consequences of everyday choices.

## Who Gains Most from Organisational Culture Diagnosis and Behaviours

- Heads of people functions who own engagement surveys, values statements and employee experience
- Senior line leaders accountable for how their divisions behave under pressure
- Leaders steering integration after a merger, acquisition or major restructuring
- Internal change and organisation development leads who design interventions across units
- Executives responsible for linking stated values to promotion, reward and recognition choices

A leadership group attending together gains most, leaving with one shared reading of its culture.

## Organisational Culture Diagnosis and Behaviours Capabilities

Participants move from impressions of culture to evidence about conduct, and from broad values to a short list of behaviours that leaders can model, notice and reinforce.

- Assess the current culture from interviews, observation and pulse data — the executive team choosing where to start
- Specify a small set of target behaviours in observable terms — line leaders who must coach them
- Design leader role-modelling commitments — senior sponsors setting the tone
- Build rituals, routines and recognition practices — managers running team life
- Align hiring, promotion and reward decisions with target conduct — people function partners

- Test progress with behavioural indicators — boards judging whether change is real

## Key Organisational Culture Diagnosis and Behaviours Terms

- Organisational culture — the shared assumptions, norms and habits shaping how people in an organisation decide and behave.
- Culture diagnosis — a structured inquiry into current norms using interviews, observation and data before change is designed.
- Target behaviour — a specific, observable action people are asked to do more often to support the strategy.
- Role modelling — leaders visibly practising the target behaviours so others see what is expected.
- Cultural artefact — a visible feature such as office layout or meeting format that signals underlying norms.
- Behavioural indicator — a measurable sign, such as how often an action occurs, used to track whether a behaviour is spreading.

## Organisational Culture Diagnosis and Behaviours Day by Day

### Day 1: Reading Culture in Context

- Layers of Culture From Artefacts to Assumptions — Where Diagnosis Should Begin
- Strategy and Culture Fit Review — Which Norms Help or Block Direction
- Subcultures Across Units and Locations — Whether One Culture Story Holds
- Hybrid Work and Dispersed Team Norms — How Distance Changes Habits
- Culture Signals After Mergers and Restructuring — Integration Risks to Address

### Day 2: Diagnosing the Current Culture

- Structured Culture Interviews and Focus Groups — Surfacing Unspoken Rules
- Observation Walks and Meeting Audits — Evidence of Everyday Conduct
- Artefact and Symbol Inventory — What the Workplace Signals to People
- Pulse Survey and Exit Data Patterns — Testing Stories Against Numbers
- Culture Diagnosis Summary — Agreeing Strengths and Gaps to Act On

### Day 3: Defining Target Behaviours

- From Values Statements to Observable Actions — Making Expectations Concrete
- Critical Few Behaviours Selection — Focusing Effort Where It Counts
- Behaviour Description Cards for Each Role Level — Clarity for Managers
- Barriers and Enablers Mapping — Removing Obstacles to New Conduct
- Consequence Review of Current Reward Signals — Ending Mixed Messages

### Day 4: Leaders, Rituals and Recognition

- Leader Role-Modelling Commitments — Visible Signals From the Top Team
- Rituals and Routine Redesign — Meetings, Onboarding and Team Habits
- Recognition Practices and Storytelling — Spreading Examples of Target Conduct
- Hiring, Promotion and Reward Alignment — People Decisions That Match Words
- Behavioural Indicators and Culture Dashboards — Tracking Real Change

## Day 5: Practising the Culture Development Plan

- Applying Diagnosis Evidence to a Case Organisation — Setting Priorities
- Peer Challenge of Target Behaviour Choices — Sharpening the Critical Few
- Sequencing Leader Signals and Rituals Over Twelve Months — Realistic Pacing
- Measurement Rhythm and Review Points — Deciding When to Adjust Course
- Completing the Culture Development Plan — Owners, Actions and Indicators

## Applying Organisational Culture Diagnosis and Behaviours After the Course

- Run a short culture diagnosis in one unit using interviews, a meeting audit and an artefact inventory, then share findings with its leaders.
- Agree three target behaviours with the top team and launch one ritual and one recognition practice that reinforce them, tracked by a simple behavioural indicator.

## Organisational Culture Diagnosis and Behaviours Questions FAQ

### What is Organisational Culture Diagnosis and Behaviours and why does it matter now?

It is the practice of reading how people really behave at work and choosing which behaviours to strengthen. It matters now because dispersed teams and restructuring make unspoken norms decide whether strategy is carried out.

### Which roles gain most from Organisational Culture Diagnosis and Behaviours training?

Heads of people functions and senior line leaders gain most. Integration leaders, organisation development leads and executives shaping reward also benefit.

### How does Organisational Culture Diagnosis and Behaviours differ from a change management course?

It focuses on everyday norms and conduct rather than on project steps for a single change. A change course plans one specific transition; this one turns evidence about current culture into observable behaviours.

### What do you bring back from Organisational Culture Diagnosis and Behaviours training?

You bring back a culture development plan built during the week. It sets out diagnosis findings, target behaviours, leader commitments, rituals and indicators to discuss with your executive team.

## Organisational Culture Diagnosis and Behaviours: The Way Forward

The culture development plan gives a leadership group one agreed picture of current norms and the few behaviours it will reinforce first. Its first use is deciding which leader signals and rituals to change this quarter. Executives, people function partners and line managers share it, and the target behaviours deserve a fresh look after the first round of indicators returns.