

# CREATING HEALTHY WORKPLACE CULTURE

**COLUMBUS**  
CHAMBER  
OF COMMERCE

**COLUMBUS**  
CHAMBER  
Foundation



It is abundantly clear that our workplaces look significantly different in 2022 than in prior decades. The days of “nine to five Monday through Friday spent at a desk” have given way to remote and hybrid work, providing options for both the employee and the employer.

Offered more flexibility in when and how the job gets done, workers are able to enjoy a healthier work/home life balance. For employers, depending on the role and industry, many are able to widen their search and reach for employees beyond geographic boundaries.

As the modern workplace evolves, it is key to understand the importance of workplace culture. A healthy and supportive culture can aid a business’s recruiting and retention efforts, resulting in engaged, productive, and satisfied work teams.

At a recent Experience Series event, we sat down with three subject matter experts: Rose Lawyer, Ankit Shah, Varsey Laurelle, to hear their views on creating and fostering great company culture!

Let’s start at the beginning with their perspectives. When asked “how do you define a healthy workplace culture?”, the three found the common threads of intentionality, people-focused and collaboration.

## INSTALLMENT 1

### *Checking in with Your Team*

## INSTALLMENT 2

### *Being People-Focused*

## INSTALLMENT 3

### *Collaborating for Success*

## CONNECT WITH US TODAY

REACH OUT TO KELLY FULLER TO  
LEARN MORE:  
[KELLYFULLER@COLUMBUS.ORG](mailto:KELLYFULLER@COLUMBUS.ORG)

“Your culture is confirmed by how people in your community feel. It is something that you must be intentional about setting up; and also intentional about checking in with your employees. It is truly about the people.”

**Varsey Laurelle,**  
Varsey Laurelle LLC

“Think about how your employees feel. Be employee-centric. Ask yourself: “what do they need?”; “what do they like?”; “what are they good at?”; “what does the business need?”. Find where those intersect. It is both a belief and a set of behaviors.”

**Rose Lawyer,**  
NiSource Inc.

“Are employees encouraged to share their voice, ideas and perspectives at work? Having a seat at the table allows you to co-create and lets them know you care about them as people. Emotions are back in the workplace”

**Ankit Shah,**  
Columbus State Community College

# CHECKING IN WITH YOUR TEAM



So, what does your team want when they show up to work? How are they determining if your business is the right place for them to be today and in the future? Asking them to share their thoughts and feelings about the workplace is a start. The process for gathering and analyzing data should go beyond simply asking for an employee's input and reactions to the workplace environment.

Surveying employees and holding focus groups can be a part of a greater strategy, but are rarely effective if they are not integrated into an entire process. At one time in our careers, most of us have completed an employee satisfaction survey and never learned the results. Or, the results were shared and actionable items identified...only to see no real change.

Indeed, a survey with no follow-through will probably create more dissatisfaction and result in a loss of trust with your teammates. Find ways to deliver the results, giving your employees the opportunity to assess and reflect on what the group has shared. It is important to remember that disruptive voices can provide insight into how the company can do better.

## CONTACT KELLY FULLER

---



**Kelly Fuller**  
**VP, Talent & Workforce Development**  
**Columbus Chamber of Commerce**  
**Columbus Chamber Foundation**  
**[KellyFuller@Columbus.org](mailto:KellyFuller@Columbus.org)**