

Culture vs. Bureaucracy/Systems

(Two opposing forces that determine the fate of an organization)



Effectiveness

- Leadership
- Beliefs, attitudes, patterns
- People-responsibilities, genuine
- High expectations

• **WE**

- Recognized for Potential
- Driven by “want to’s”
- Thrive
- GREAT



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Efficiency

- Management
- Policies, procedures, missions
- Position-tasks, formal
- Compromised expectations

• **ME**

- Judged on Behavior
- Driven by “have to’s”
- Survive
- GOOD