

# Default or Defined: What We Can Do to Positively Influence Culture in Our Law Firms



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with Judy Hissong and Monique Mahler



I'm going to tell my kids this was  
2020 – 2021



# What is culture?

It is the shared beliefs, values, and mindsets that are established by leaders, and that are passed along by communication and reinforced by behaviors and perception.

These shared beliefs influence the people in the organization from how they dress to how well they perform the functions of their jobs.





# Culture is the core of any organization

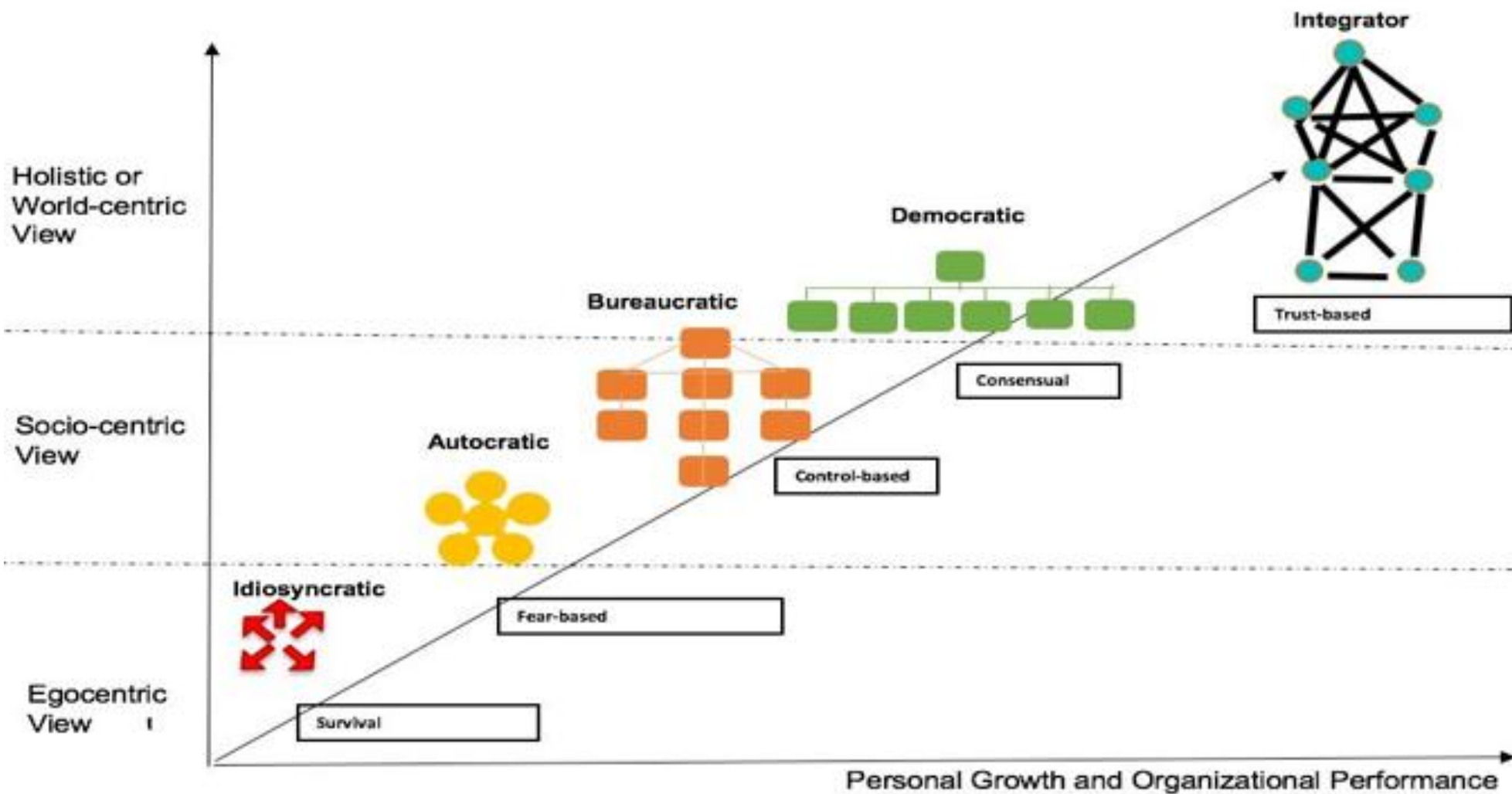
- Is learned by observation and interaction
- One person does not create culture alone – it is influenced by the experiences individuals have in it and bring to it



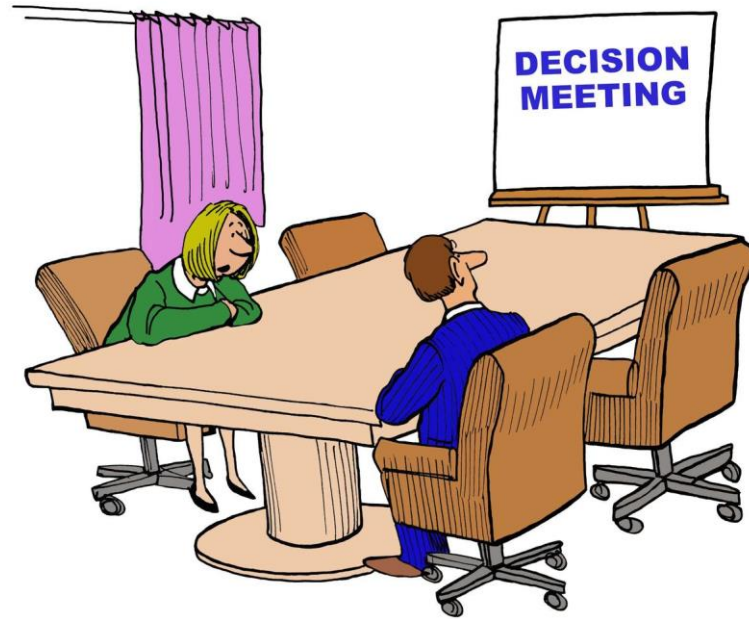
# Values

- Values guide the actions of the members of the organization
- How do you track values alignment?
  - One way
  - Second way
  - Third way

# Organization Mindsets



# Decisions



**“Quick, let’s make the decision  
before everyone else shows up!”**





# Habits and Systems

- What got us here won't get us there
- Transparency
- Groups



# Actions

- Purpose, Strategy and Culture alignment
  - Why do we do what we do
  - What are our goals
  - How do our actions serve our values and purpose
  - How do we achieve our goals



# Take-Aways

