USC Culture Journey

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Shaped by Community

Inclusive to All

Modeled by Leadership

Last year, we started the process of defining our culture at USC to enhance the experience of everyone in our community and provide a strong foundation from which we accomplish our mission.

We started with a Values Poll and heard from 20,000 Trojans on personal, current and desired values. We published those results and returned to schools and units to share what we learned and gather feedback in the Culture Sessions.

We are excited to share the progress and the synthesis of your input, as we move into the next phase of the journey where we prioritize what was learned to develop strategic initiatives with a USC-wide impact.

What We Did *Culture Sessions*

Share your voice. Start the change. Shape USC's future.

Throughout the Spring semester, we hosted more than 160 Town Halls and Discussion Sessions to share the results of the Values Poll and hear your feedback.

Town Halls

40+

Open forums to announce high-level results of the poll

Discussion Sessions

120+

Smaller focus groups to gather feedback on values definitions

25+ Virtual!

4,000+

Students, Faculty and Staff

"The Discussion Sessions have been healing experiences. When people are brave and take the risk to speak up, they see there isn't retaliation. This plants seeds for real change to take place at USC."

"People want to talk, and this process provides them the opportunity to have their voices heard."

We took your feedback from the Culture Sessions and synthesized the data to develop a consolidated list of **shared values that support our mission at USC**. These were the values most frequently identified as priorities in the Culture Sessions.

USC's Mission: To serve our students, patients and communities

Accountability	Open Communication	Integrity	Diversity, Equity and Inclusion	Collaboration	Continuous Improvement	Clarity of Vision	Balance
We take responsibility	**We share openly and honestly**	**We do the right thing**	**We all belong**	**We are better together**	**We learn and evolve**	**We know where we are going**	**We honor the whole person**
At all levels of the university, we set clear expectations and take responsibility for our decisions, outcomes and consequences	We communicate in a clear, honest, timely and accessible manner and provide opportunities for safe, respectful dialogue and interaction	Our words, decisions and actions align with and are guided by our values and ethical principles	We are committed to respect, equity and the inclusion of diverse ideas, experiences, identities, abilities and voices at the personal, team and institutional level	We intentionally partner across roles and boundaries to innovate, make decisions and accomplish common goals	We strive to better ourselves, USC and society through assessment, reflection, learning, research and collaboration	We know what we want the future to look like and the steps needed to get there	We promote well-being as essential to the sustainable pursuit of USC's mission

We will continue to align on shared values over the coming months and we will come back to the USC Community in Fall 2020 with **our unifying values.**

We asked for your input on structures, skills, systems and processes that could change to support our shared values. These are the **focus areas** and **recommended actions** that emerged from your feedback.

Performance Management, Rewards and Recognition	People Recruit, Onboard and Promote	Development Leadership, Professional and Personal	Communications Formal and Informal	Decision-Making Models and Mechanisms	Concerns Voice, Listen and Address
Establish a clear and consistent program to manage, reward, and recognize performance that helps us live our values	Adopt holistic, values-based people management processes and procedures	Equip the university community with skills to lead and thrive	Refine communication policies and improve communication procedures to coordinate consistent and timely access to accurate information	Design tools to align decision-making processes and outcomes with USC's values	Create opportunities and mechanisms to safely raise and effectively resolve problems

Thank you for **Sharing Your Voice.** On the next page, we'll talk about what the Culture Journey looks like in the coming year. We're just getting started!

USC University of
Southern California

The Culture Journey is driven by dedicated members of the USC community. Faculty and staff took on a leadership role in leading the Culture Sessions. They will continue to support the sustainability of the USC Culture Journey.

Facilitators

43

Culture Facilitators led conversations and facilitated Culture Sessions with the support of Culture Advocates

Advocates

67

Culture Advocates partnered with the Culture Facilitators to support the Culture Sessions

An Inclusive Approach to Culture Change

A strong network of USC staff and faculty listened, recognized themes, and communicated feedback to enable an authentic and inclusive Culture Journey. Going forward, our Culture Network will remain an important driver of change as they support culture initiatives, events and activities across schools and units at USC.

What We're Doing Next *Summer 2020 and Beyond*

We will continue to align on our shared values over the coming months, while prioritizing the changes to systems and processes that will support our desired culture. Concrete actions are already underway, such as updating the Code of Ethics and more.

1

Spring 2020
PARTNERING WITH USC-WIDE LEADERSHIP
Culture Team will return to leadership groups to share feedback and explore options for culture initiatives

2

Summer 2020
PARTNERING WITH SCHOOLS/UNITS
The Culture Team will continue working with each School/Unit to support USC-wide and local culture change efforts

3

Fall 2020
CULTURE UPDATE FROM OFFICE OF THE PRESIDENT
USC President will send an update on the Culture Journey progress to the USC community and our Core Values

4

Ongoing
CULTURE EVENTS
Culture Team will host Culture Week; Speaker Series; and work with Schools/Units to plan and support local events; Updates to USC Code of Ethics

The USC Culture Journey continues...

Stay tuned for an update on the Culture Journey when we return in the Fall!
A heartfelt thank you to everyone for participating in the Culture Journey. More to come.