

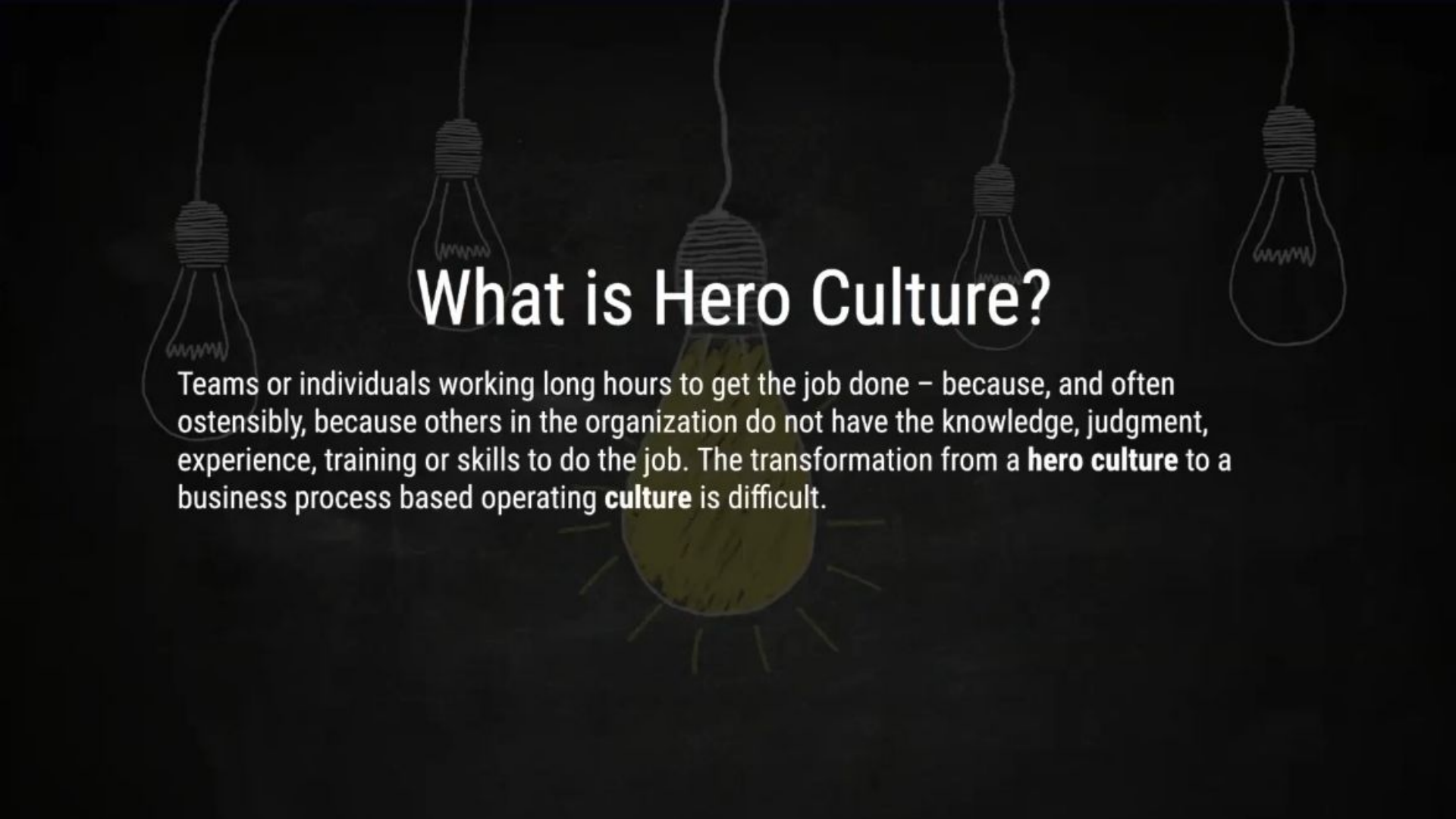
ELIMINATING HERO CULTURE

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Who Am I? Great Question
Tweet fanatic
Wine enthusiast
Hard Worker





The image features five light bulbs hanging from above against a dark background. The central bulb is illuminated with a bright yellow glow, while the other four bulbs are unlit. The text is centered over the bulbs.

What is Hero Culture?

Teams or individuals working long hours to get the job done – because, and often ostensibly, because others in the organization do not have the knowledge, judgment, experience, training or skills to do the job. The transformation from a **hero culture** to a business process based operating **culture** is difficult.

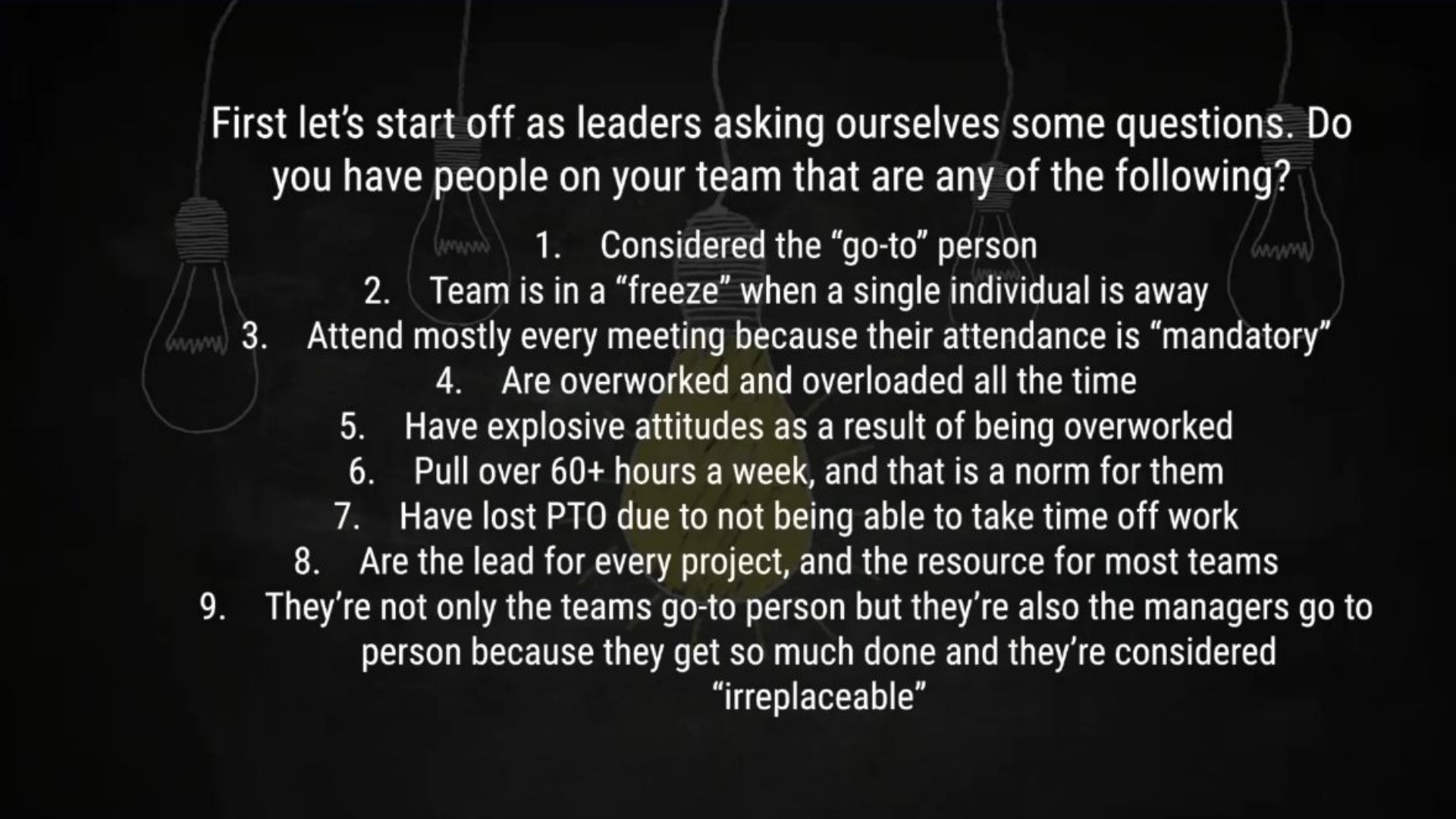
RAT RACE

NOWHERE 3 MIN
nowhere, nowhere

NOWHERE 3 MIN
nowhere, nowhere

JOB REALITY





First let's start off as leaders asking ourselves some questions. Do you have people on your team that are any of the following?

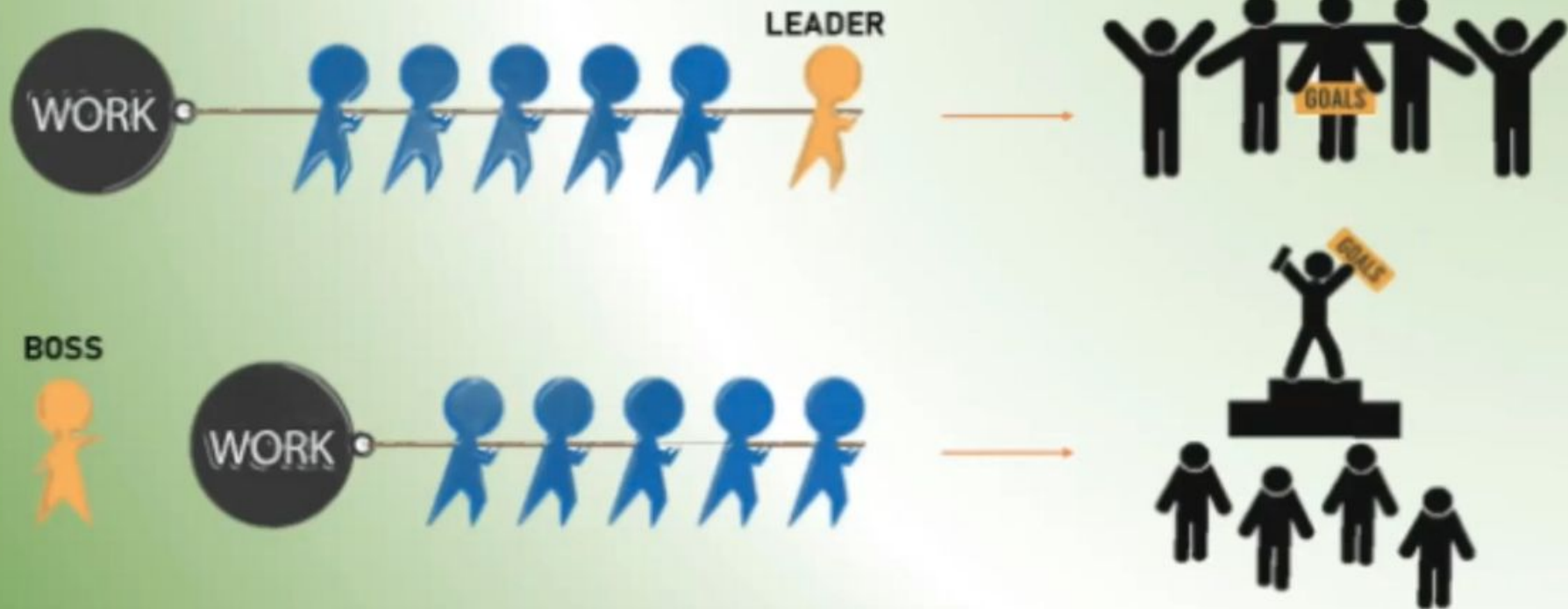
1. Considered the "go-to" person
2. Team is in a "freeze" when a single individual is away
3. Attend mostly every meeting because their attendance is "mandatory"
4. Are overworked and overloaded all the time
5. Have explosive attitudes as a result of being overworked
6. Pull over 60+ hours a week, and that is a norm for them
7. Have lost PTO due to not being able to take time off work
8. Are the lead for every project, and the resource for most teams
9. They're not only the teams go-to person but they're also the managers go to person because they get so much done and they're considered "irreplaceable"

SURPRISE. You have
fostered a “ HERO
Culture”

That’s okay, we’re about
to fix that by identifying,
understanding and
moving to solution
because the
consequences.....



Are You a Leader or a Boss?

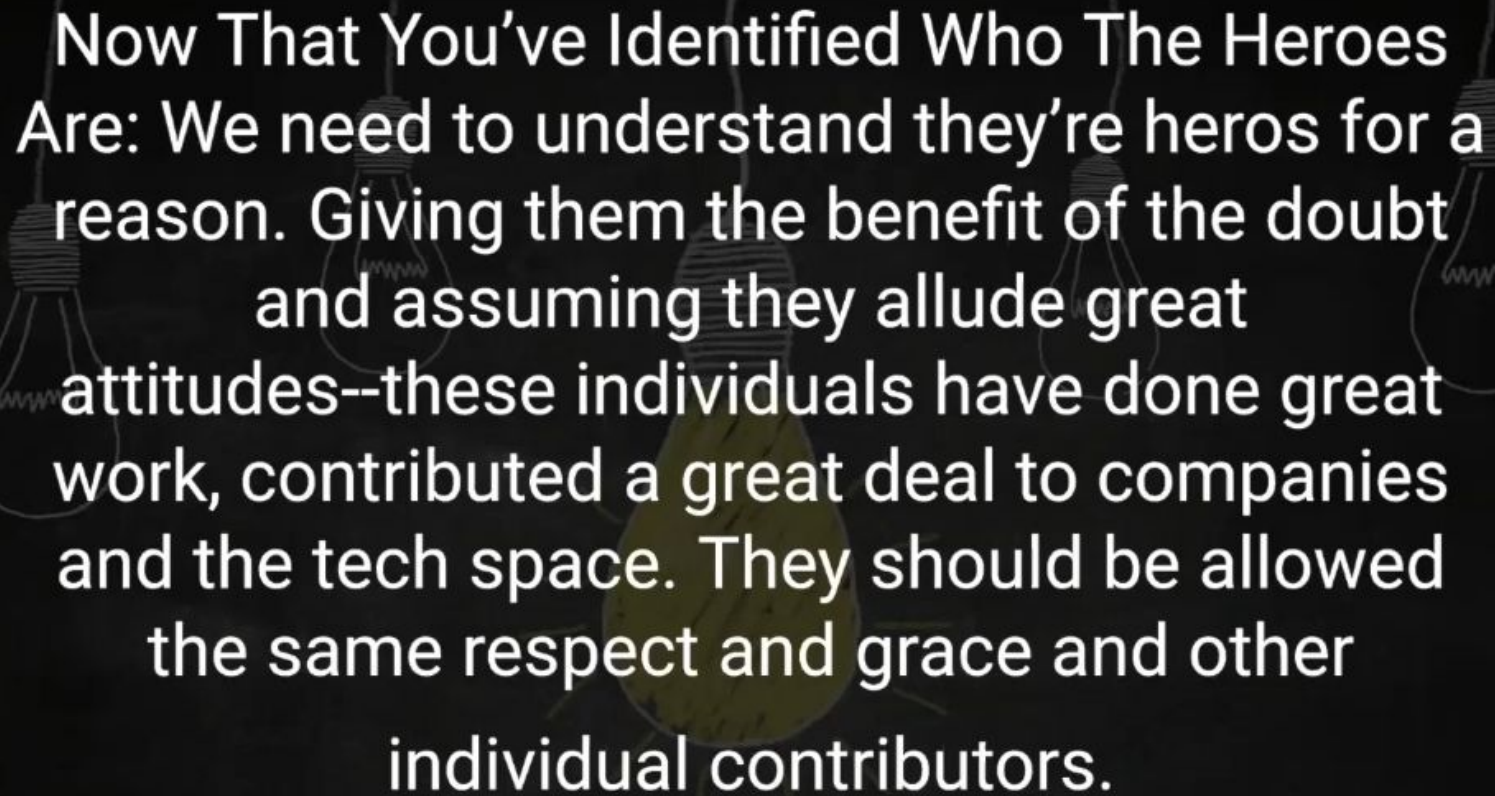


HAPPINESS

SHOWING TONIGHT ONLY

SOLD OUT





Now That You've Identified Who The Heroes Are: We need to understand they're heroes for a reason. Giving them the benefit of the doubt and assuming they allude great attitudes--these individuals have done great work, contributed a great deal to companies and the tech space. They should be allowed the same respect and grace and other individual contributors.

TEAMWORK

Alone we can do so little.

Together we can do so much.

Helen Keller

The image features five light bulbs hanging from above against a black background. The central bulb is illuminated with a bright yellow glow and has short lines radiating from it, signifying it is on. The other four bulbs are unlit and appear as simple line drawings. The text is centered over the bulbs.

**To be a team we need to discover:
What eliminates Hero Culture?**

Policies and Processes

If you keep heroes and their way of work, the longer they stay the harder to change. BUT **REMEMBER** if you tried to get rid of those practices quickly, you put yourself and the company in an ultimate risk!

So let's start the process by offloading....

- Make documentation MANDATORY
- Create weekly knowledge transfer meetings for the team to get together
- Never have only one person on a project
- PAIRED PROGRAMMING IS A REQUIREMENT
- Onboarding processes should be changed
- Reviews should be heavily based on those who practice team work and mentorship

- Email copy to [unclear]
- [unclear] [unclear] [unclear]
- Email [unclear] re: eSIC (Nov)
- Review web content / hyperlink windows ✓
- Email to Tam re: race for ed.
- Call Anne L.
- Deposit check
- Set up Taylor's acct.

Takeaways:

- **PLAN**
- **Processes and Improvement**
- **Identify the heroes EARLY**
- **Make collaboration apart of development plans and review**
- **Be respectful, heroes are human too**
- **Remember, nothing happens over time. Change takes time!**

- Carol re: workshop schedules for medicine
- [unclear] [unclear] [unclear] eSCORE
- [unclear] [unclear] [unclear]
- volunteer@awfanc.org
- volunteer.solutions.org/lanaster
- Powerpoint slide for Jerry
- Ali's web pages - Home
Why See med

**TEAMWORK
MAKES THE
DREAM WORK.**