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## **ASM hosts Executive Roundtable on company culture; lead by Miller of Salem Glass**

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Boston, MA The importance of a positive company culture was the subject of a dynamic discussion at a recent ASM Executive Roundtable led by James Miller of Salem Glass and hosted by Eastern Bank. There were many “lessons learned” – including these nuggets:

- Company culture helps determine a company’s long term success or failure.
- If your company is a bus, get the wrong people off the bus, get the right people on the bus, and get them in the right spots on the bus.
- Make your expectations very clear to your employees – before, during, and after the job!
- Knowledge must be translated into action, or it fails.
- Company culture is really defined by what people do, not what management says.
- Experience leads to beliefs, which lead to action which leads to results.
- When there are no repercussions from wrong actions or behavior, change won’t occur.
- Company owners and senior managers must pay attention to culture before things go bad.

It was agreed that changing a company’s culture is difficult – especially in the beginning. But it’s an essential endeavor – and successful companies agree that it’s well worth the effort.

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