

Great
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Great
Business

EP5

Season 2

Cheat Sheet

Why Culture Fails – and How Systems Can Fix It

Featuring Don Harkey

By Rob Levin, Creator of [Greattalentpodcast.com](https://greattalentpodcast.com)
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Thanks for tuning in! You just heard Don Harkey unpack how great cultures aren't built with posters—they're built with systems that empower people and align them with the business.

Now it's your turn. This quick workbook gives you simple ways to reflect, assess, and take action. Just grab a pen or open a doc—no overthinking, just honest answers.

Section 1: What's Your "Machine" Producing?

Your organization is perfectly designed for the results it gets.

- Current output: What results are you seeing?

- Inputs: List the 3–5 biggest “gears” in your org machine (processes, habits, team dynamics).

1.

2.

3.

- Impact: How do they drive today's outcomes?

Section 2: Empowerment vs. Alignment—Where's Your Dial?

Use the scale below to mark where your team sits today:



- What makes you say that?

- Where is one area you're too rigid or too loose?

Section 3: Systems Snapshot

Pick 3 areas below. Jot down: (1) how it currently works, and (2) how well it's working for you.

- Hiring
- Onboarding
- Communication
- Manager support
- Defining success
- Process improvement

Use ● (not working), ● (so-so), ● (working well) to rate each.

1.

2.

3.

Section 4: Your One Small Step

Big change = small, consistent actions.

Pick one area you want to improve this week.

What's one simple step you can take?

E.g., schedule a check-in, rewrite your “winning” definition, tweak an onboarding checklist.

“The change comes when you change habits. And habits are systems.”

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