



# The Culture of Process

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Let's Talk About People

**Upholder: readily  
meets inner and  
outer expectations.**

*Gretchen Rubin - The Four Tendencies*



**Questioner: meets only  
the expectations that  
make sense to them.**

*Gretchen Rubin - The Four Tendencies*



**Obliger: readily  
meets outer  
expectations only.**

*Gretchen Rubin - The Four Tendencies*



**Rebel: resists all  
expectations.**

*Gretchen Rubin - The Four Tendencies*









# Let's Talk About Process

**process (verb): to subject to or handle  
through an established usually routine set  
of procedures**

**Merriam-Webster**

**Process as an  
agreement about  
how we work.**



**Process as a way to  
answer questions.**



# Process as culture.





# When Process Meets People

**That time we  
started a Daily  
Standup**





# That time we Scaled Hiring



**That time we  
Experimented  
(on each other)**







**Good Luck!**

# Resources

**Better than Before / The Four Tendencies - Gretchen Rubin**

**Switch: How to change things when change is hard - Dan & Chip Heath**

**Managing Transitions: Making the Most of Change - William & Susan Bridges**

**Slack: Getting Past Burnout, Busywork, and the Myth of Total Efficiency - Tom Di Marco**

**Good Strategy Bad Strategy: The Difference and Why It Matters - Richard Rumelt**