

# Fixing a Toxic Workplace Culture: A Step-by-Step Reflection Guide

## *Inclusive Knowledge Solutions / Worksheet*

Use this tool to reflect, strategize, and act. Toxic culture can't be fixed overnight, but with intention and trust, you can build a more inclusive, supportive workplace—without replacing your team.

### **Step 1: Identify the Real Issues**

#### ***Reflection Questions:***

- What are the recurring challenges you're hearing about?
- Who is leaving, and why?
- Who is staying silent in meetings—and what might they be holding back?
- What behaviors are being rewarded, and which ones are being dismissed?

#### ***Action Step:***

List 2–3 listening methods you can implement in the next month (e.g., one-on-one check-ins, anonymous surveys, town halls):

### **Step 2: Create a Plan**

#### ***Reflection Questions:***

- What values will guide your change effort?
- What structural or operational changes are needed?
- Who will hold the plan accountable?

#### ***Action Step:***

Draft 1–2 short-term goals and 1 long-term goal related to culture:

### **Step 3: Build a Coalition**

#### ***Reflection Questions:***

- Who already models the culture you want to build?
- Who might feel overlooked but is essential to the team's future?
- Are frontline, part-time, and historically marginalized voices at the table?

#### ***Action Step:***

List 3–5 people you can invite into a culture-working group or advisory circle:

## Step 4: Foster Open Communication

### *Reflection Questions:*

- Where do communication gaps exist?
- How do power dynamics affect whose voice is heard?
- How does your team handle feedback—both giving and receiving?

### *Action Step:*

Commit to one feedback loop you'll create or improve this quarter:

## Step 5: Lead by Example

### *Reflection Questions:*

- What are you modeling—intentionally or not?
- How do you show up when things go wrong?
- Are you reinforcing values through actions, not just words?

### *Action Step:*

Identify one habit to stop and one to start that models healthy workplace behavior:

## Step 6: Promote Sustainable Change

### *Reflection Questions:*

- Do your policies support people or just procedures?
- Is DEI integrated into evaluations, onboarding, or hiring?
- Are burnout and workload realistically addressed?

### *Action Step:*

Choose one policy, norm, or routine to review through a cultural lens this month:

## Step 7: Celebrate Progress

### *Reflection Questions:*

- What's improved—even slightly?
- Who deserves acknowledgment for their effort, not just their outcomes?
- How does your team define success beyond metrics?

### *Action Step:*

Plan one low-cost, inclusive celebration of team resilience or growth:

## ■ Final Commitment

What's one thing you'll do this week to begin shifting the culture?

---

---