



Leading with Character Engaging your Workplace

Character Culture Exchange

Celebrating 25 years of service Feeling grateful, excited, and ready for more

Greetings!

It's gratifying how important the work we do is. When the Centre for Character Leadership was launched 25 years ago, my vision was to dedicate our work to building organizational cultures where people felt physically *and* emotionally safe, respected, and rewarded for doing great work. Why? Because research shows that psychologically safe workplaces result in engaged employees, reduced turnover, and an enjoyable, productive work environment – leading to improved organizational results.

I am proud that the Centre for Character Leadership has been raising awareness of what it means to have a 'safe' workplace – that safety is not just about ensuring physical aspects of safety, it's also about every employee's mental and emotional safety. It's about attitudes, values, and beliefs that guide workplace behaviours – from civility and respect, to building trust between management and employees.

We are grateful to the like-minded and thoughtful individuals we've connected with over the years who have supported our passion for character values. To celebrate 25 years, we are reflecting on the great work we have done, while also thinking of ways we can continue to transform workplaces and bring about 'renewal' in our constantly-changing world.

Here are some of the ways we can help your organization build a character culture:

Ask employees for their feedback: Our [Snapshot Engagement and Cultural Survey](#) is a great place to start the conversation and find out what your employees think about the engagement, cultural, and *emotional safety* aspects of their workplace. Our 'anonymous' process ensures employees feel safe in giving feedback. And our comprehensive survey results make it easy to identify strengths, opportunities, and measures of success.

Establish organizational values: We will [work inclusively with you](#) to develop

organizational values and build processes to instill these values in your culture, including identifying clear behaviours for each value so everyone is working together to support goals.

Support leaders with the tools they need to build trust: Communication and coaching skills are essential for building cultures where there is trust. The heart of coaching is developing an 'ask vs. tell', truly listening, and developmental-questioning approach. We offer two-day in-house workshops ([Coaching for Performance](#)) and a two-month web-based session for the '[Leader as Coach](#)'.

As we enter our 25th year of service, we have launched a new [website](#) and welcomed two [new associates](#), Patrick McCann and Michael Chadsey. Please [reach out to me](#), [Patrick](#), or [Michael](#) to find out more about what we can do to help your organization instill character values and build a character culture.

Best wishes,
Kathleen Redmond, MA, MCC



Coaching for Performance -- Online Sessions

Coaching for Performance is an intensive two-month program for individuals who lead teams and want to develop their coaching skills. The program offers a rich resource of learning opportunities and practical tools for immediate application. Spend one hour every two weeks with Kathleen (as your facilitator and coach) and other leaders with whom you can practice your coaching skills via Skype video. The program includes practice tools and homework, online practice, three of Kathleen's books, assessments to determine your own coaching strengths and opportunities, and post-session resources. Contact [Kathleen Redmond](#) if you are interested in joining a group.

Kathleen Redmond is a certified Executive Coach (International Coaching Federation), corporate trainer, Instructor at the University of Guelph, and author of four workplace books.

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