



# Culture Clarity

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A Guide to Uncovering  
Your **Real** Culture  
Through Feedback



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# CULTURE CLARITY

## A Guide to Uncovering Your **Real** Culture Through Feedback

You may think your company culture is collaborative, empowering, and growth-oriented.

But what does it actually feel like to work there?

People are your greatest asset. And understanding how they experience your leadership is non-negotiable. If you want to understand your company culture, you can't just look at your values statement. You have to get to the bottom of what your team experiences every day.

That means asking for feedback, and really **listening**.

## Step 1: Audit Your Leadership Climate

Start with reflection:

- ✦ Do people bring you problems early, or only when forced?
- ✦ Do meetings feel safe for disagreement?
- ✦ When was the last time someone challenged you openly?

*Silence does not equal alignment.*

It may equal fear.



## Step 2: Use an Anonymous Culture Survey

Send a short, anonymous survey. Here are some examples, but don't be afraid to get specific with your team. Feedback is a gift to your leadership!

### Psychological Safety

- ✦ I feel safe admitting mistakes.
- ✦ Mistakes are treated as learning opportunities here.
- ✦ I can respectfully disagree with leadership without consequences.

### Workload and Boundaries

- ✦ I feel comfortable taking PTO without checking email.
- ✦ I believe workload expectations are realistic.
- ✦ I can say no to additional work without penalty.

### Clarity and Feedback

- ✦ I receive regular, actionable feedback.
- ✦ I understand what success looks like in my role.
- ✦ Leadership asks for and acts on feedback.

### Trust and Ownership

- ✦ I feel trusted to make decisions within my role.
- ✦ Delegation here feels empowering, not micromanaged.
- ✦ Leadership follows through on commitments.

Add one open-ended question:

**“What is one thing leadership could improve that would make your work experience better?”**



## Step 3: Prepare Yourself to Hear the Truth

Before reading results, decide:

- ✦ You will not retaliate.
- ✦ You will not dismiss.
- ✦ You will not explain everything away.

Feedback is data.

Even if perception differs from intent, perception is your culture.

### If Feedback Feels Unfair

Say to yourself:

- ✦ “This may not reflect my intent, but it reflects their experience.”
- ✦ “If multiple people feel this, it’s a pattern worth addressing.”

Then meet with different team members to get more insight:

**“I saw this theme in the survey. Can you help me understand what this looks like in practice?”**



## Step 4: Close the Loop Publicly

After gathering feedback:

- ✦ Share key themes.
- ✦ Acknowledge responsibility where needed.
- ✦ Announce 1–3 concrete changes.

Example:

**“We heard clearly that it feels difficult to fully unplug during PTO. Starting next quarter, we’re implementing coverage plans to ensure no one returns to overwhelm.”**

*Nothing kills trust faster than asking for feedback and ignoring it.*

## Step 5: Model Receiving Feedback in Real Time

The best way to create a positive feedback culture is to model it.

When someone gives you direct feedback, respond with:

- ✦ “Thank you for telling me.”
- ✦ “That’s helpful to know.”
- ✦ “I need to think about that, but I appreciate you bringing it up.”

Never:

- ✦ Argue immediately
- ✦ Defend reflexively
- ✦ Punish subtly later

*Your response trains the culture.*

Culture isn’t created by a page on your website or words on the wall. It’s the everyday decisions your leaders model and your team members perpetuate. Being intentional about your culture starts with listening, adapting, and setting your team up to thrive.

You can’t build a strong culture if you are overwhelmed, reactive, and operating in survival mode.

Often, leaders struggle to receive feedback well because they’re exhausted.

Delegation isn’t a weakness. It’s leadership maturity.

BELAY helps leaders create margin through trusted support so they can focus on building culture, developing people, and scaling strategically.

[Schedule a Call to Get Started](#)

Your people are your greatest resource.  
Lead them well.



ELITE SUPPORT FOR LEADERS WHO **REFUSE BUSYWORK**