

Designing Culture in Practice: Making “Make It Easy” Real

8 August 2026 | 11:00-12:00

PMI Culture Value: Make It Easy

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Culture & Diversity Advisory Team

Choose your battle

Select your table based on the **LETTER** that represents where you feel the most friction in your chapter. There is no minimum or maximum number of people per table.

M E G F V

Learning Objectives

At the conclusion of this session, attendees will be able to:

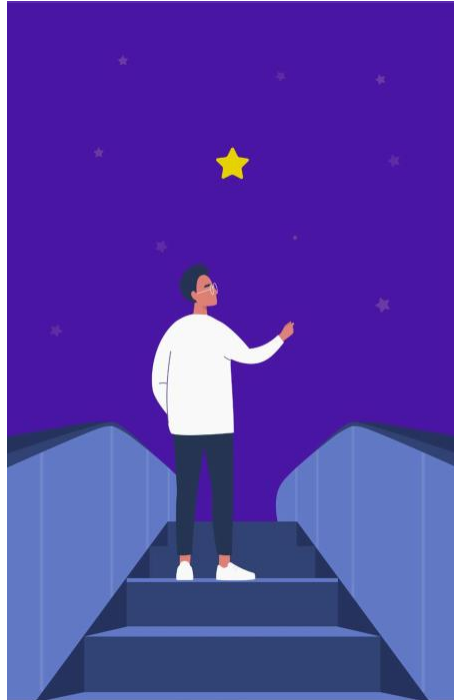
- Understand how culture is reinforced through systems and processes (not just behaviors or intent).
- Identify common friction patterns affecting “Make It Easy” across different chapter contexts and regions.
- Design one practical, system-level for your chapter.

Our Culture Values

Make It



Aim



Be



Embrace



Together We



RITUALS

Repeated practices, habits, and touchpoints

E.g. simple (how we open a meeting) or powerful as (LIMs, Chapter Presidents Meeting or a team check-in).

SYSTEMS

The policies, processes, and frameworks that hardwire our values in decisions

E.g. recruitment, onboarding and handover processes, meeting formats.

HEROES

Recognizing and celebrating individuals, projects, chapters and organizations

E.g. Global Awards recipients, shoutouts during meetings, peer appreciation messages

STORYTELLING

Stories that show who we are, what we believe in, and why our work matters.

E.g. Rationale behind PMI:Next, experiences from PMI founding members, etc.



Culture Activators: how we bring our values to life

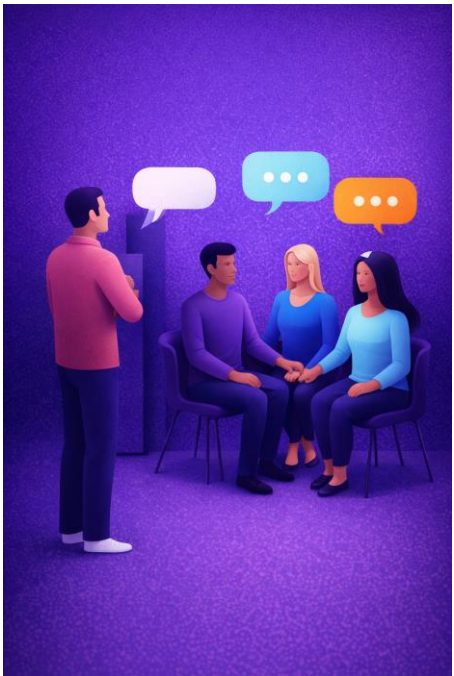
Culture doesn't live in a document—culture shows up in 4 things:
how you meet, what you celebrate, what you share, and how you operate.

From Friction to Action

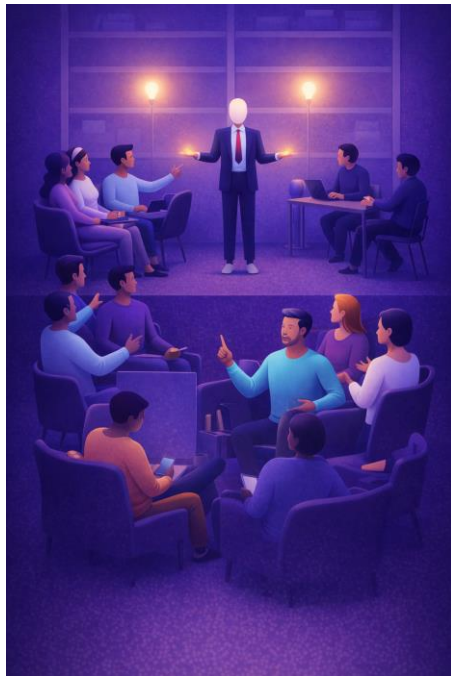
1. Choose Your Table (Choose Your Battle)
2. Reflect (1–2–4)
3. Identify Root Causes
4. Define a 15% Solution
5. Share & Commit

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Membership



Events



Governance



Finance



Volunteers

2a. Reflect 1

Individually

What is NOT EASY in
this area today —
because of how the
system works?

3 mins



2b. Reflect 2

In pairs

Share and compare

Select **one real,
concrete problem**

3 mins



2c. Reflect 4

In groups of 4

Align on ONE specific problem

(not easy, matters most, common to all)

Make it concrete

4 mins



3. Identify Root Causes (6 mins)

PMI - Related

What is NOT EASY?

Processes
What step creates friction?

Tools
What tool makes it hard?

People
What role/behavior contributes?

Chapter - Related

4. Define a 15% Solution

Define one action you can test in 90 days
(within your control)

Be specific: how will you do it?

4 mins



5. Share Key Insights & Commit

- Select ONE 15% solution, that either one person, or 2 or all of you will test in the next 90 days.
- ONE person per group submits the information: ONE Problem, ONE root cause, ONE solution and a photo of your work in a single form.
- Share your contact information and agree on a date you will be talking and checking progress.



4 Ways We Support Your Chapter in 2026

1



Make your voice count (through insights and feedback)

Help us understand what's happening so we can act in ways that support you

Participate and share your perspective through culture survey, focus groups and LIMs

2



Activate PMI culture values in your activities

Bring PMI values to life through your events and community.

Embed values into what you already do – no extra work, just more intentional impact

3



Strengthen your team environment

Build trust, inclusion, accountability, and handle conflict effectively

Use our guidance to foster healthier, more collaborative teams

4



Elevate your chapter's impact and visibility

Use awards and recognition to position your chapter and community in the market.

Leverage PMI awards, showcase success, and connect local impact to global visibility

You Don't Have to Do this Alone - Resources to Support You



1

Make your voice count (through insights and feedback)

- Culture Survey (September)
- LIMs sessions

Regional Mentor



2

Activate PMI culture values in your activities

- in PMInsight
- Culture Guidebook
- Values & Behaviors (23 languages)
- Culture & Diversity Playbooks for Chapters & Practitioners
- Culture & Rituals Library
- Report - Broader Perspectives, Stronger Outcomes

Culture & Diversity Ambassadors



3

Strengthen your team environment

- Chapter Conflict Mediation Process
- *In My Shoes Community Webinar Series*

Conflict Mediators / Culture & Diversity Ambassadors



4

Elevate your chapter's impact and visibility

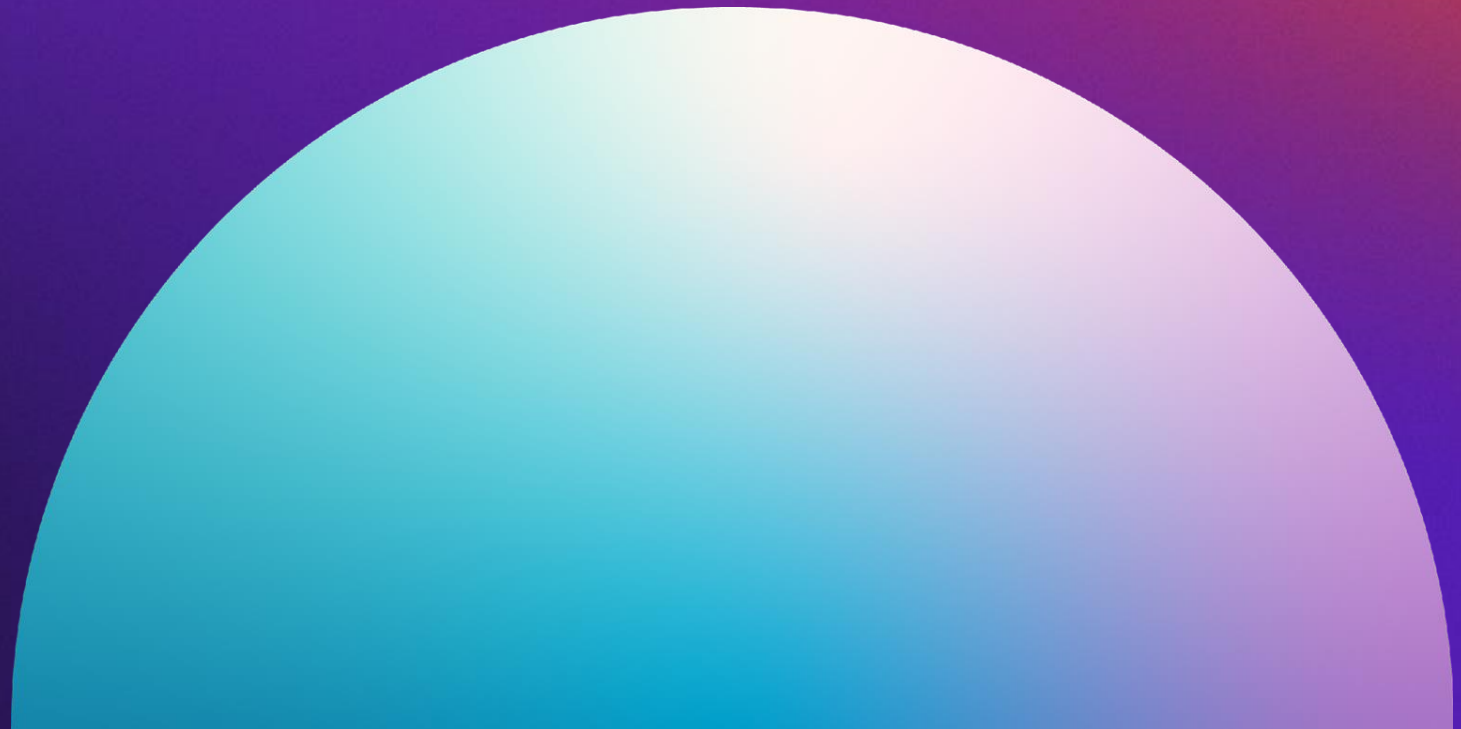
- PMI Awards Website and Nomination Guide
- Nomination handbooks for each award
- Quick reference for Chapters activating awards locally

**Culture & Diversity Ambassadors
PMI Awards Center of Excellence**

Your main points of contact besides your Regional PMI Chapter Team

Thank You!

Questions?



Choose your battle

Select your table based on the image that represents where you feel the most friction in your chapter. There is no minimum or maximum number of people per table.

