

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

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PMI Culture Value: Make It Easy

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Culture & Diversity Advisory Team

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- This presentation is for registered attendees of Europe LIM 2026.

Learning Objectives

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

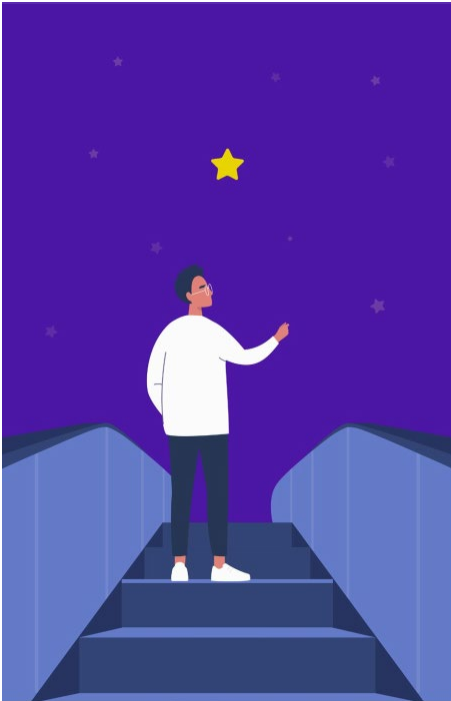
- Understand how culture is reinforced through systems and processes (not just behaviors or intent).
- Identify common friction patterns affecting “Make It Easy” across different chapter contexts and regions.
- Design one practical, system-level for your chapter.

Our Culture Values

Make It Easy



Aim Higher



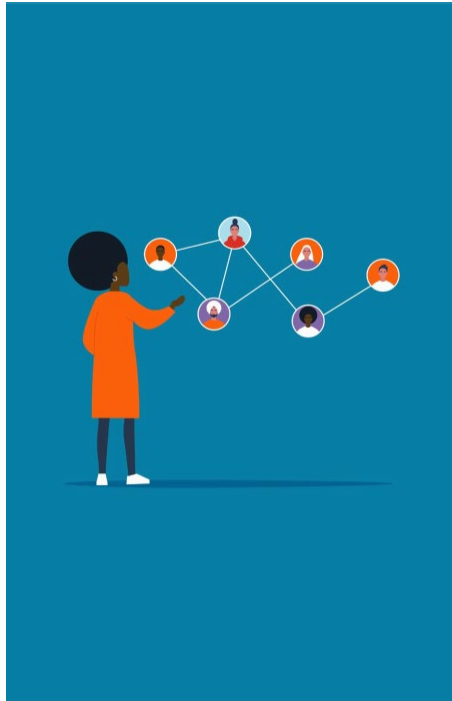
Be Welcoming



Embrace Curiosity



Together We Can



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

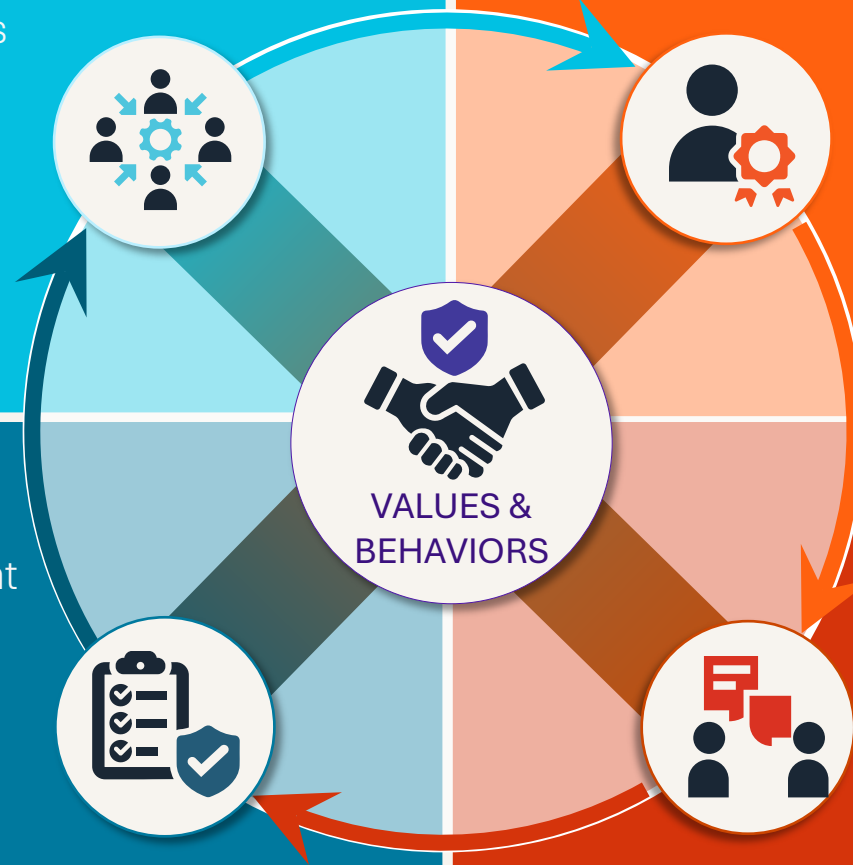
Recognizing and celebrating individuals, projects, chapters and organizations

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:

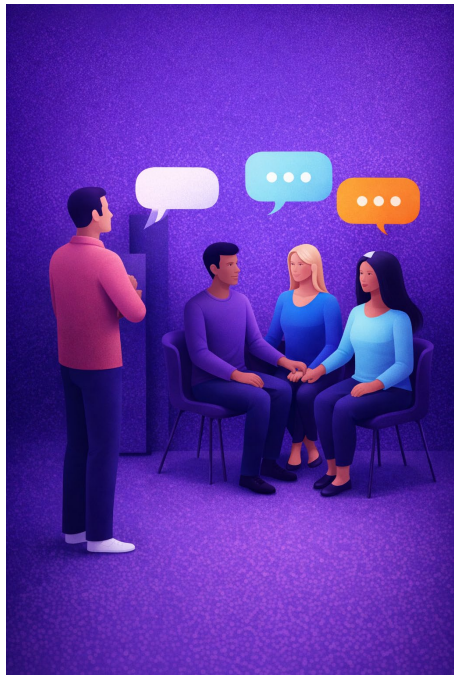
how you meet, what you celebrate, what you share, and how you operate.

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

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.



Membership



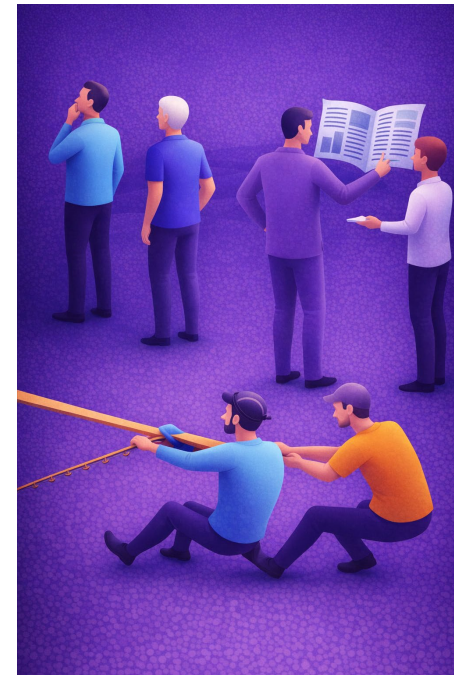
Events



**Governance &
DM**



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

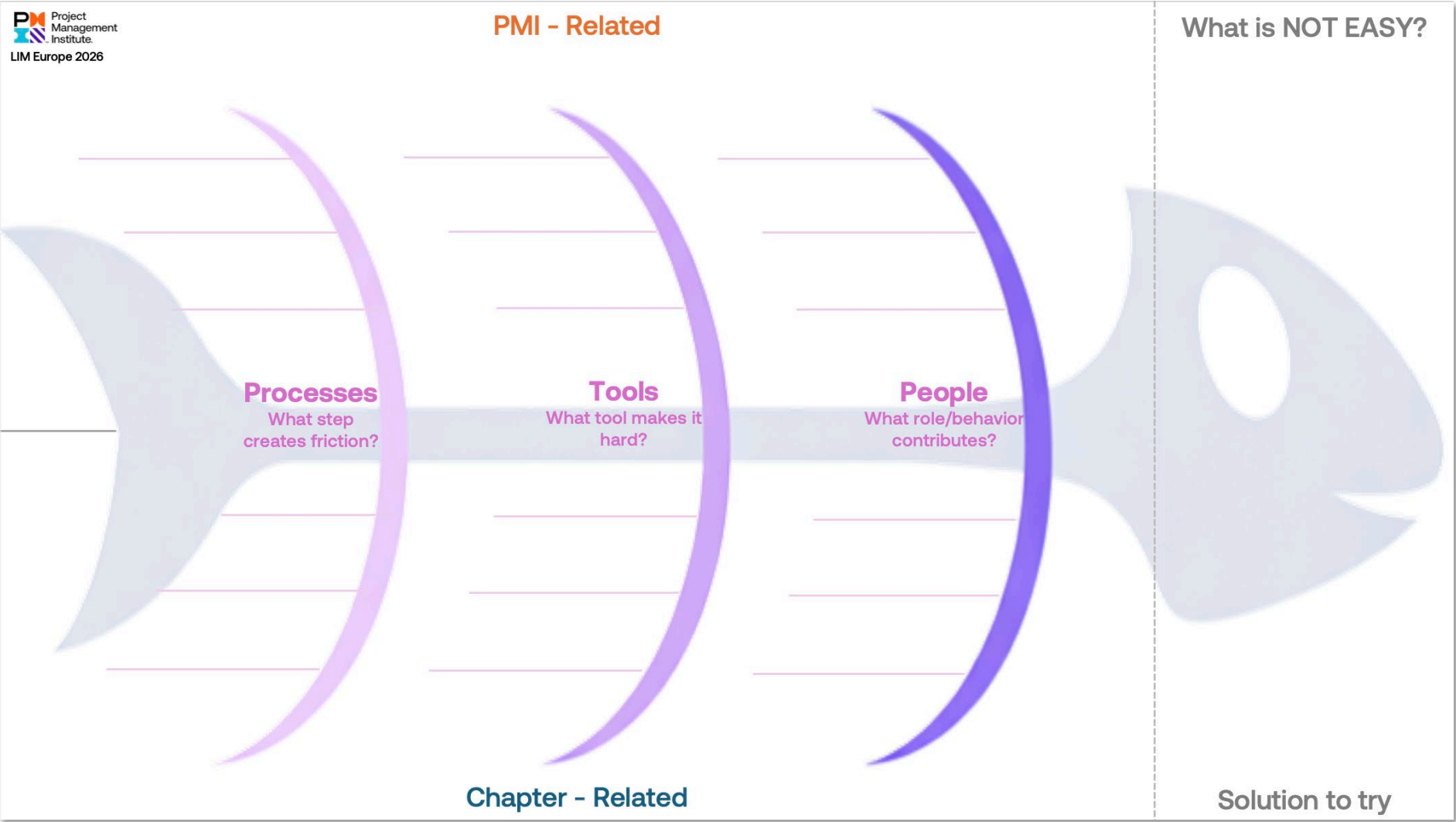
(not easy, matters most, common to all)

Make it concrete

4 mins



3. Identify Root Causes (10 mins)



4. Define a 15% Solution

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

Be specific: how will you do it?

8 mins



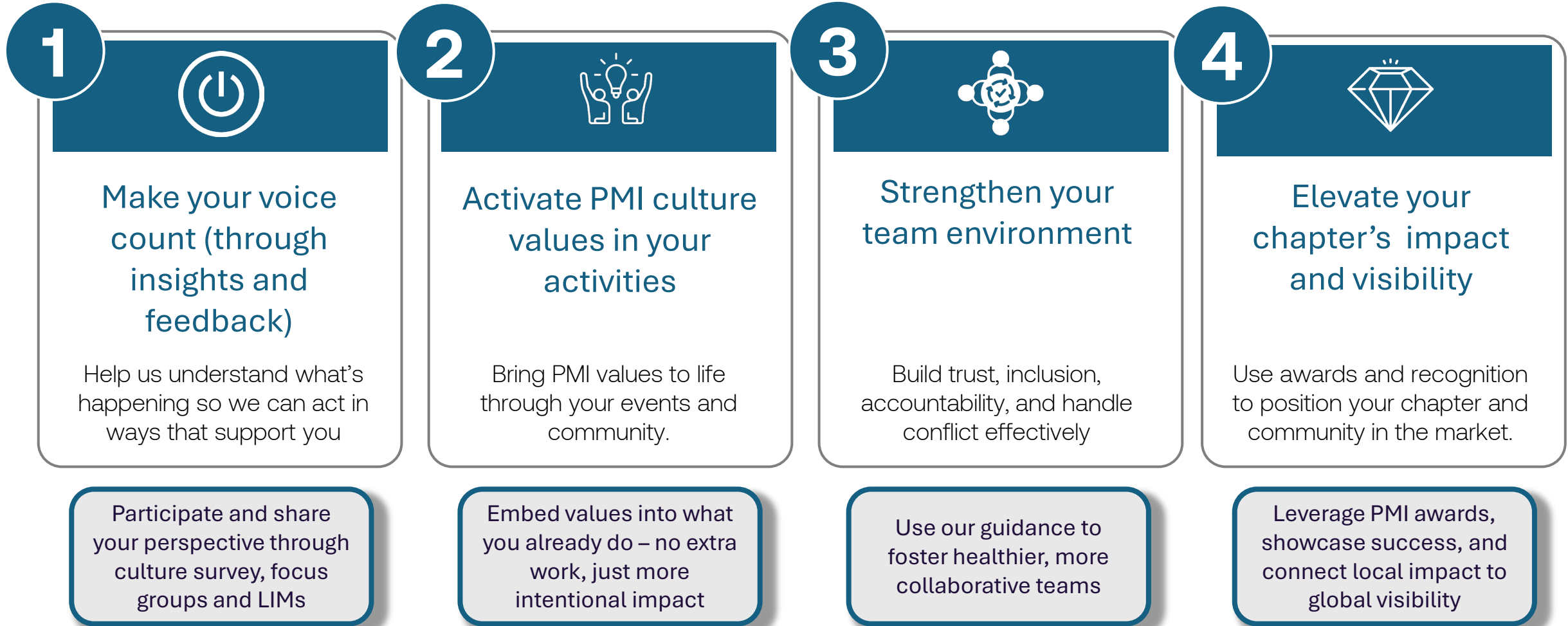
5. Share Key Insights & Commit

One person per group submits ONE problem, ONE root cause, ONE 15% solution you all agree to test and a photo of your work in a simple form.

Share your contact information and agree on a date you will be talking to each other to check progress on the action.



4 Ways We Support Your Chapter in 2026



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

<p>1</p>  <p>Make your voice count (through insights and feedback)</p>	<p>2</p>  <p>Activate PMI culture values in your activities</p>	<p>3</p>  <p>Strengthen your team environment</p>	<p>4</p>  <p>Elevate your chapter's impact and visibility</p>
<ul style="list-style-type: none">• Culture Survey (September)• Focus Groups (Ad-hoc)• LIMs sessions	<p>in PMInsight</p> <ul style="list-style-type: none">• Culture Guidebook• Values & Behaviors (23 languages)• Culture & Diversity Playbooks for Chapters & Practitioners• Culture & Rituals Library• Report - Broader Perspectives, Stronger Outcomes	<ul style="list-style-type: none">• Chapter Conflict Mediation Process• In My Shoes Series <p>Coming soon</p> <ul style="list-style-type: none">• Conflict Management & Healthy Interactions Guidebook	<ul style="list-style-type: none">• PMI Awards Website and Nomination Guide• Nomination handbooks for each award• Quick reference for Chapters activating awards locally <p>Coming soon</p> <ul style="list-style-type: none">• Chapter and Global Awards Alignment Guidebook

Your main points of contact besides your Regional PMI Chapter Team

Regional Mentor

Culture & Diversity Ambassadors

Conflict Mediators / Culture & Diversity Ambassadors

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

Thank You!

Questions?