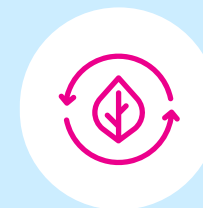
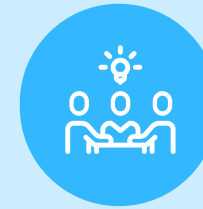


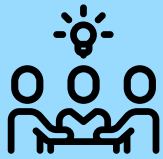


MUSEUMS OF IMPACT

# HOW WE WORK

## Organisational culture and competences





## HOW WE WORK Organisational culture and competences

# INTRODUCTION

A key success factor for a museum of impact is a well-functioning organisation with a competent and motivated staff. It is important to develop both the competences of individuals and the ways and culture of working together.

For a museum to truly understand and speak to its communities and make an impact, its staff should also reflect the diversity of their communities. For a museum to be able to take advantage of the opportunities presented by its operational environment, there is also a need for flexibility and agility in its operating methods and working culture. In addition, change requires encouraging people to take initiative, produce new ideas, and be capable of innovation.

Finally, at the core of an impactful organisation are the people who exert an impact, and their well-being.



MUSEUMS OF IMPACT

**Created by** MOI! Museums of Impact project, 2022.

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**Design by** KRUT Collective, [krut.fi](http://krut.fi)

[www.ne-mo.org/museumsofimpact](http://www.ne-mo.org/museumsofimpact)



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# How to use the MOI framework

**Discuss and evaluate the statements found in this module.** Each statement is evaluated on a scale from 1 to 5 depending on the performance of the museum.



**5 Realised extremely well:**  
The matter works in practice, it is being evaluated and developed, and it is a particular strength as far as operations are concerned

**4 Realised well:**  
The matter works well in practice, and it is being evaluated and developed

**3 Realised satisfactorily:**  
The matter is being implemented, but it has not been evaluated or developed

**2 Realised below average:**  
The matter is under discussion and will be developed, but there is not any proof of its existence yet

**1 Realised extremely poorly:**  
There is no proof of the existence of the matter, and it has not been discussed

If the question is irrelevant from the museum's point of view, there is no need to answer. This can be done by choosing the **skip-arrow**.

**The following steps might be helpful in the formation of a joint view:**

- The issues that are central in the evaluation process are identified. At the same time, the issues that are agreed upon and not agreed upon are identified. The most important observations and remarks are registered.
- The main differences are discussed.
- The goal is to form a joint view on the issue under evaluation.

Mutual understanding must always be based on concrete evidence from operations and the results achieved through operations. If it is difficult to form a clear view on the matter, the scale value 3 should not be used as a compromise. Rather, the issue in question should be examined in the light of the values of the scale (for example, 2 - the issue is under discussion and will be developed, but there isn't any proof for its existence yet), and considered from the point of view of the museum's current performance level.

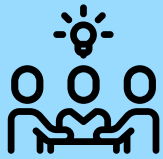
For some questions, the descriptions on the scale may not be suitable and the evaluators will have to adapt to the scale.

**There is a text field at the end of each evaluation theme.** The most important observations and arguments regarding the evaluation answers can be recorded in this field.

**You can use the Tab and arrow keys** to navigate through the statements and their assessment scales in the document. The document is designed to be accessible on screen readers.

**We recommend turning off Field highlighting** in your PDF reader to see the PDF forms as intended.

*In Adobe Acrobat: Go to Preferences > Forms > Highlight color. Untick the box «Show border hover color for the fields.»*



**HOW WE WORK**  
Organisational culture and competences

## COMPETENCES AND DIVERSITY

**Do we possess the necessary competences to work in line with our impact goals?**

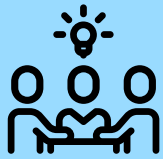
**1. We have identified existing and new competences that are necessary considering our impact goals.**

**2. We actively develop the identified existing and new competences.**

**3. There is room for individual professional development in our organisation.**

**4. We use our peer networks to increase our competences, at both national and international levels.**





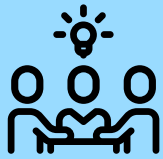
## COMPETENCES AND DIVERSITY

**Do we possess the necessary competences to work in line with our impact goals?**

**5. Our recruiting policy reflects our impact goals.**

**6. Our staff composition reflects the diversity of our communities.**

**Discussion notes:**



## INNOVATION CAPACITY

### **Are we able to foster new ideas?**

**7. Our working culture enables the whole organisation to prosper.**

**8. Development towards change is embedded in our working culture and an accepted part of all tasks.**

**9. Our organisation actively offers all staff members opportunities to present ideas and to suggest innovations.**

**Discussion notes:**



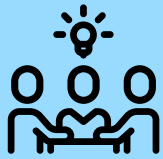
## ABILITY TO ADAPT

### Can we adapt to changes flexibly?

10. Our organisation can question its approaches, actions, and attitudes and is genuinely willing to rethink them.

11. Our organisation is capable of agility, risk-taking and quick decision-making, if needed.

Discussion notes:



## STAFF WELLBEING

### Are our staff motivated to work for impact?

12. Our organisation is a safe, ethical, equal and fair working environment.

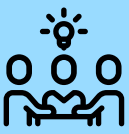
13. Problems are discussed constructively and dealt with proactively in our own working community.

14. Our tasks as employees are clear and considered meaningful and reasonable.

15. Our organisation invests systematically in wellbeing and coping at work.

Discussion notes:





# SUMMARY

You have now gone through the module **Organisational culture and competences.**

Based on the observations and discussions, you probably have identified strengths, as well as areas to develop further.

You can record most relevant development objectives and notes here. These notes will serve as the first step on your museums' development path.

Discuss and evaluate the following statements:

**What are the strengths of our museum concerning organisational culture and competences, and how do we reinforce them further?**

**What do we need to improve?**