



Every employee carries around in their head a “jumble of mental maps” about working life in their organisation.

These mental maps guide each employee in making decisions about what to do and what NOT to do, about how to behave and how NOT to behave, every moment of every day throughout their entire working life.

‘**Organisational Culture**’ is the mass of mental maps that all employees have and that, when combined, make the organisation function the way it does.

BPA has spent the past 30 years picking apart and describing this “mass of mental maps” so that managers **at all levels** can increase the upside, and reduce the downside, of how these mental maps constantly affect an organisation’s services, products and outcomes.