

## Examples of real unwritten rules

**Loudest person wins**

**Us and them**

**Not my job**

**Blame others; not my fault**

**Fear of failure, so don't speak up**

**Undermine other departments**

**Tried before and didn't work**

**Paper over the cracks; don't spend time looking  
for the root cause**

**Don't be different**

**Focused in the past, no future outlook**

**Don't support each other**

**Constantly moan**

**No challenging of 'legacy' language**

**Lack of challenge, feedback and recognition**

**Don't praise success enough**

**Don't spend time learning from failure**

**Let things fester**

**Don't commit to decisions**

**Always being undermined**

**Acceptable to miss deadlines**

**Unclear about process, priorities and actions**