Office Culture

The importance of getting it right

Introduction

Office culture isn't just about beanbags and Friday drinks — it's the invisible glue that holds a team together. **A strong, positive culture fosters engagement, productivity, and loyalty.** A study from *Deloitte* shows that **94% of executives and 88% of employees believe a distinct workplace culture is important to business success.**

Glassdoor's poll of over 5,000 workers from the United Kingdom, United States, France and Germany found that **77% would 'consider a company's culture'** before seeking a job there. Another **56% said a good workplace culture was 'more important than salary'** for job satisfaction.

A toxic or neglected culture, on the other hand, can drive high turnover, burnout, and a quiet, creeping disengagement that damages the business from within. *MIT Sloan research* revealed that **toxic work environment complaints are the No. 1 reason driving turnover** in various industries, drastically overshadowing other issues.
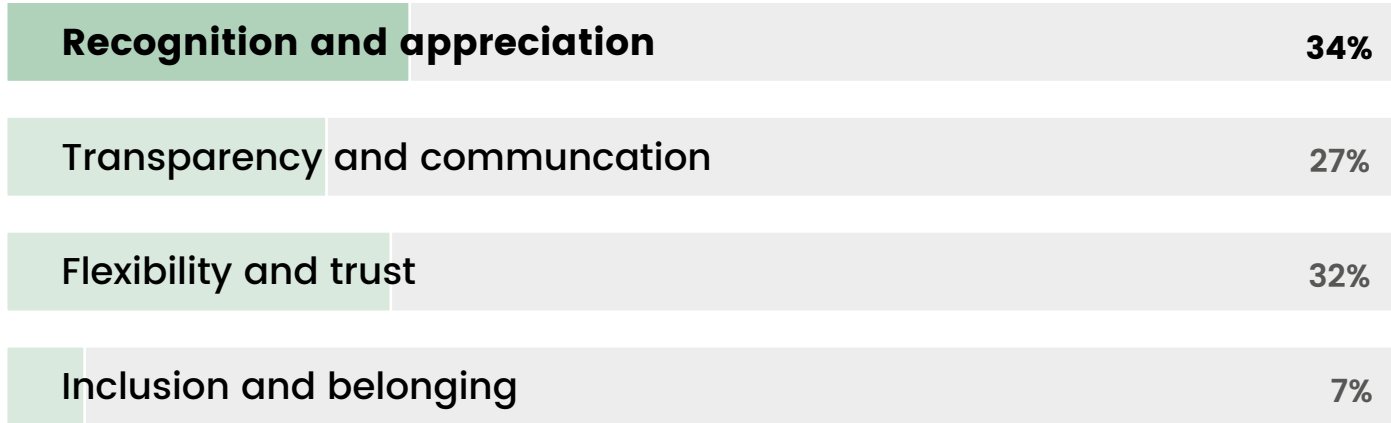
In a post-pandemic world of hybrid work, generational shifts, and a renewed focus on wellbeing, **office culture is more important than ever.**

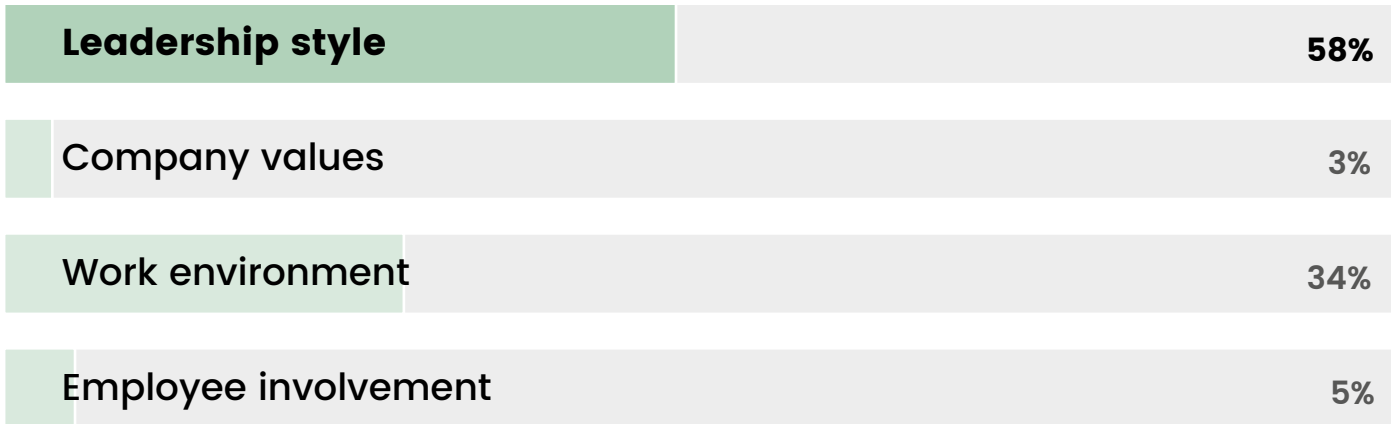But what exactly is it — and why does getting it right matter so much?

Our poll of 400 people found that less than half thought they had a positive and supportive office culture and 1/4 found their office culture to be toxic and demoralising. 58% of our respondents thought that leadership style had the biggest impact on office culture.

Our Polls

In your experience, which of these is most often missing from workplace culture?

Recognition and appreciation	**34%**
Transparency and communcation	27%
Flexibility and trust	32%
Inclusion and belonging	7%

What do you think has the biggest impact on workplace culture?

Leadership style	**58%**
Company values	3%
Work environment	34%
Employee involvement	5%

Be honest, how would you describe your current office culture?

Positive and supportive	**42%**
OK but inconsistent	33%
Toxic or demoralising	25%

What is office culture?

Office culture (or workplace culture) refers to the shared values, beliefs, behaviours, and social norms that shape how employees interact and work together. It includes:

1 Leadership style

2 How teams communicate

3 Attitudes towards work-life balance

4 Team routines and social dynamics

5 The physical and virtual workspace

6 The company's focus on diversity, equity, and inclusion

Culture is expressed both formally (through policies and leadership) and informally (through everyday behaviour, conversations, and attitudes.) It's experienced in everything from how meetings are run to how feedback is given.

Why office culture matters

A strong office culture is a strategic asset. Here's why:

Boosts employee engagement:
People are more likely to be motivated and committed when they feel a sense of belonging.

Improves retention:
Employees are more loyal to workplaces where they feel respected, heard, and supported.

Encourages collaboration:
A culture of openness and trust allows teams to work together more effectively.

Drives performance:
Happy teams are productive teams — a positive culture enhances creativity, problem-solving, and innovation.

Attracts top talent:
In a competitive job market, culture can be the deciding factor for job seekers.

The generational factor

Today's workforce spans *five generations:* Traditionalists & Baby Boomers, Gen X, Millennials, and Gen Z. Each comes with its own set of values and expectations:

Traditionalists & Baby Boomers

value stability, hierarchy, and face-to-face interaction.

Gen X

leans into independence and work-life balance.

Millennials

prioritise purpose, feedback, and flexibility.

Gen Z

seeks authenticity, inclusivity, and mental health support.

A one-size-fits-all culture doesn't work anymore. **Inclusive office cultures** that accommodate diverse generational needs tend to **see higher engagement and lower conflict.**

Office culture and quiet quitting

Quiet quitting, doing only what's required, without extra effort or engagement, is often a symptom of poor office culture. Employees don't quietly quit because they're lazy. They do it because they feel:

- Undervalued
- Overworked
- Disconnected
- Micromanaged
- Unsupported

A positive office culture **makes people feel seen and safe** — which reduces the risk of disengagement and silent burnout.

The cost of ignoring office culture

Neglecting your office culture doesn't just affect morale — it affects the bottom line. Here's what poor culture can lead to:

- High turnover
- Internal conflict and poor collaboration
- Low customer satisfaction
- Reduced productivity and motivation
- Damage to employer brand and reputation

Ignoring culture is like letting weeds grow in a garden — eventually, they take over.

Top tips to improve office culture

1 **Listen first:**
Run regular surveys, feedback sessions, and open forums to understand how your team really feels. Respond to your team, even with a no, so they feel heard and understand your reasons.

2 **Lead by example:**
Culture starts at the top. Leaders must embody the values they want to promote.

3 **Celebrate wins:**
Recognition fuels morale. Celebrate both team and individual achievements.

4 **Support flexibility:**
Embrace hybrid work, flexible hours, and personal needs.

5 **Prioritise wellbeing:**
Offer support for mental health, stress management, and work-life balance.

6 **Invest in development:**
Career growth is a key driver of motivation. Provide training, mentorship, and progression pathways.

7 **Create rituals:**
Simple rituals; like weekly check-ins or monthly lunches, build community.

8 **Foster inclusivity:**
Ensure everyone feels valued and represented, regardless of background or generation.

9 **Clarify purpose:**
Help employees connect their work to the company's mission and broader impact.

Improving office culture: The Office Angels way

We've been operating for nearly 40 years, and in that time, **we've built a reputation for being a genuinely great place to work.** We know this because it is something we hear constantly, from our employees, our customers, the taxi driver, the man next to us on the train and even our mum's friend who remembers how we placed her in her first job!

It can be difficult to put a feeling down on paper, but we know our company culture is a core part of that success. We believe happy people do their best work, and that positive energy is contagious, shaping every interaction we have.

We're proud of what we've achieved, but **we're never complacent.** We're regularly asked what we do to create this environment, so we're taking this opportunity to share how we've shaped a culture that prioritises people, service, and genuine care.

53% of our employees have over 5 years tenure

Over 1/3 of our employees have over 10 years tenure

98% of our Consultants are proud of where they work

1   Respect Boundaries

Setting up delayed email sends and ensuring people switch off on holidays. Our people rest properly.

We encourage '**Together Days**' to connect in person without distractions and ensure team building is a priority, not an afterthought.

Our Together Days are scheduled dates where we put aside dedicated time to learn about topics such as CPR, British Sign Language, and ways to improve general mental health.

2   Create Safe Spaces for Feedback

We promote **honest, anonymous feedback** without fear of consequences so we can really gauge how our people feel.

Biannual employee satisfaction surveys include free-text sections. We review these, respond, and action the feedback, and most importantly share what actions have been taken so people can see real change.

We have created a dedicated email that goes to all of the Senior Management Team where people can express ideas and opinions throughout the year.

3   Motivating Monthly Webinars

Our **monthly Teams webinars** are full of energy and recognition.

Highlights include **promotion shoutouts, industry news, bite-sized business updates,** and **guest experts**, who can present well!

They're punchy, never longer than an hour, consistent, and full of feel-good moments.

4   Clarity and Career Progression

We share an **Aspirations Guide,** a document which clearly states what's needed to progress so everyone knows what's required.

Transparent promotion criteria keeps everything fair and measurable.

5   Celebrate and Reward Success

League tables and **incentives** drive our motivation as they are tailored to our people. From thoughtful gestures like a handwritten note from our VP to experience days & early finishes on a Friday.

Within our daily huddles & monthly sales meetings we shout-out even the small successes which helps to keep the energy high.

We add in photos of our people to bring these to life

Make the reward relevant, and for that individual. We ask our people what they want in order to reward success, it used to be nights out, but more than often now it might be an experience day, or an early Friday finish in the summer months.

6   Flexible and Inclusive Support

A high % of our team work hybrid — it's not just allowed, it's supported.

We continue to train our people on the value of **neurodiversity** and **inclusion.**

Forums and **Teams channels** create connection, learning, and conversation.

Even when working from home, we maintain a personal, people-led culture through on-camera meetings and training, avoiding a faceless, email-only approach.

7 Learning that Fits

We offer **training and coaching** tailored to how each person learns: in-person, online, group, or 1:1.

Self-learning is supported with external partnerships & free content.

Our **L&D team and mentoring** help people pursue long-term goals.

8 Community and Wellbeing

We support purpose-driven campaigns like **Trees for Life** and **Barnardo's**, involving our people in education and fundraising.

Online employees benefits, including shopping discounts and wellbeing hub.

Other examples of how we support our people include:

Hybrid working options

Holiday buy /sell options

Money management advice

Community forums such as Menopause Matters, Early Baby Loss, LGBTQIA+, Mens Mental Health, Neurodiversity

9 Grow Future Leaders

Our **Altitude programme** develops the next generation of Business Managers over 12–18 months.

It's niche, and designed for our people by subject matter experts within the business, and shows our commitment to our people's futures.

10 Culture that Evolves

We know culture isn't a Friday quiz — it's how it feels to work here, every day.

We keep things fresh: **vote on new ideas, rotate team learning,** and **listen constantly.**

We're proud of our high satisfaction scores — **however we can always do more.**

Summary

Office culture is no longer a "nice-to-have" — **it's a core part of business success.** In a world of shifting expectations and hybrid dynamics, creating a culture that is inclusive, engaging, and purpose-driven is essential. **It attracts talent, fosters innovation, and builds long-term loyalty.** On the flip side, ignoring culture can quietly erode everything you've built.

Key takeaways:

1 Office culture shapes how people work and feel every day.

2 A healthy culture boosts engagement, retention, and performance.

3 Different generations expect different things from workplace culture.

4 Quiet quitting is often a reaction to poor cultural environments.

5 Ignoring culture has real, measurable costs.

6 With intentional effort, any workplace can cultivate a thriving culture.

We are more than happy to talk to you in more detail about our initiatives, what we have learnt, and how we work.

Find more advice & resources to help you navigate the world of recruitment on our **website**

officeangels
AN Adecco BRAND