

The Way Things Really Work In My Organization

Think about the norms in your organization – norms are not an individual's behavior, but rather the behavior that is expected, supported and accepted by the group. Collective behaviors contribute to the culture of the organization.

1 = Not at all 2 = Some of the time 3 = Most of the time 4 = All of the time

| Around here the norm is... | | Score |
|----------------------------|--|-------|
| 1 | for people to feel they CAN really change things | |
| 2 | for people to have a great level of trust for one another | |
| 3 | for leaders to encourage, welcome, value and really listen to different opinions | |
| 4 | for leaders to "hug" the messenger of bad or disappointing news | |
| 5 | for departments and work groups to NOT fight over turf | |
| 6 | for leaders to "walk the talk" | |
| 7 | for people to be clear about what is expected of them to be successful | |
| 8 | for people to confront problems directly | |
| 9 | for gossip and mean-spirited rumors to be non-existent | |
| 10 | for the workload to be evenly distributed most of the time | |
| 11 | for people to be focused on the good of the organization rather than self interest | |
| 12 | for change to be seen and accepted as a good thing | |
| 13 | for thoughtful risk taking to be ENCOURAGED | |
| 14 | for meetings to be productive and not seen as time wasters | |
| 15 | for information about the organization to be available to all | |
| 16 | for the focus to be all about delighting our customers | |
| 17 | for people to be involved in decisions that affect them | |
| 18 | for decisions to be made with very careful consideration | |
| 19 | for policies and procedures to be fair and consistently applied | |
| 20 | for training to be relevant | |
| 21 | for promotions and recognition to be based on performance | |
| 22 | for celebrations to be common | |
| 23 | for leaders to be readily accessible | |
| 24 | for the goals and future direction of the organization to be known and embraced by all | |
| 25 | for people NOT to be written off or put on a "list" if they disagree | |
| TOTAL (out of 100) | | |

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