

Survey Sample

- 1. I know the team goals and expectations**
 - a. 7-point Likert
- 2. I understand my roles and responsibilities**
 - a. 7-point Likert
- 3. I understand my roles and responsibilities and how they relate to our team goals**
 - a. 7-point Likert
- 4. I understand my roles and responsibilities and how they relate to larger strategic goals**
 - a. 7-point Likert
- 5. Share your experience about goal achievement in your role**
 - a. *Open text*
- 6. I have access to the needed resources and materials to meet expectations**
 - a. 7-point Likert
- 7. I have had opportunities to access sufficient training needed to meet expectations**
 - a. 7-point Likert
- 8. Share your experience about training and resources related to goal achievement (open text)**
 - a. 7-point Likert
- 9. I feel safe to take risks on this team**
 - a. 7-point Likert
- 10. I feel confident in speaking about the work of my team members**
 - a. 7-point Likert
- 11. If I make a mistake it is often held against me**
 - a. 7-point Likert
- 12. People on this team are able to bring up problems and tough issues**
 - a. 7-point Likert
- 13. My unique skills and talents are valued and utilized**
 - a. 7-point Likert
- 14. The team is able to work together to solve problems**
 - a. 7-point Likert
- 15. I have the knowledge and confidence to engage in quality improvement activities**
 - a. 7-point Likert
- 16. The team celebrates accomplishments**
 - a. 7-point Likert
- 17. There are clear and documented standards for how I do my work**
 - a. 7-point Likert
- 18. Share your experience about our team culture**
 - a. *Open text*
- 19. I am comfortable in bringing challenges to my manager**
 - a. 7-point Likert
- 20. I have the support and guidance of my manager in pursuing shared goals and individual objectives**

a. 7-point Likert

21. Share your feedback about team management

a. *Open text*

Email and FAQ

Subject: Help Improve Our Workplace

Hi Team,

I have a vision to make [your team name] the best place to work at [org name]!

To get there, I and other managers want to know how to shape our thinking, actions, and processes, to best serve you. When each of us are at our best, aligned, and joyful, the public health results will follow.

We have a variety of existing feedback mechanisms, to better understand our work and working relationship.

- ‘Open door’ policy – stop by and talk with me any time
- Scheduled 1 on 1s – structured time for you and I to meet and discuss
- Mid year, and Annual reviews – formal activities twice per year

Missing from all of this is a structured way for you to provide feedback about your work experience directly to folks accountable for it [middle and executive managers].

As a part of our culture of continuous improvement, we are launching a quarterly survey, to assess your work experience and our collective culture.

We’ll talk more about this in our next meeting on [date], but a few anticipated questions and their answers below.

Q: Will this be anonymous?

A: Yes! The survey will be completely anonymous.

Q: Who will distribute it?

A: Our [executive manager, name] will distribute the email.

Q: How will you know if I responded, or not?

A: [middle manager] will not. [executive manager] will monitor the number of responses against the team size, and you'll see blanket follow ups asking you to take the survey, but we won't know who did, and did not, take the survey.

Q: What will happen with the survey results?

A: [frontline] and [middle] managers will meet with the [executive manager] to review the result. Based on the feedback we receive, we will make improvement plans to address the needs/issues reported. I'll also share back a high level summary of the findings, so you can see what we're seeing.

Q: What happens after that?

A: I'll share back with you about what changes were made, in response to your needs, and we can discuss if things are better, or if we need to make updates to better serve you.

Q: How often will this survey be conducted?

A: Once every 3 months.

Q: I have more questions – who can I talk to?

A: Please talk to [frontline, middle or executive manager]

Responsible and Informed Chart by Task

Task	Responsible	Informed
Prepare team, manage change process	Middle Manager Frontline Manager(s)	Executive
Deliver Survey	Executive	
Complete Survey	Team Members	
Analyze Results	Middle Manager	
360° Manager Discussion	Middle Manager Frontline Manager(s) Executive	
Share with Team	Middle Manager	
Develop Change Ideas	Team Members Middle Manager Frontline Manager(s)	Executive
Test Change Ideas	Team Members Middle Manager Frontline Manager(s)	Executive
Study Changes, Act	Team Members Middle Manager Frontline Manager(s)	Executive