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**The Culture Quiz**

***#1 Employee Morale* Rating \_\_\_\_**

* Is the overall attitude and mood of your workers, especially when they’re not at their desks,

positive?

* Are employees frequently on time or even early to work, and do they tend to stay late to work

on projects of their own accord?

* Is attendance robust at company functions outside the office, and is participation

enthusiastic?

***#2 Social Fabric* Rating \_\_\_\_**

* Do employees routinely socialize outside of work and interact during work?
* Do managers know what interests their teams have outside of work?
* Is there an overall sense of camaraderie and friendship?
* Do employees organize activities such as birthday celebrations?

***#3 Communication* Rating \_\_\_\_**

* Do employees feel like they’re informed and in the loop about important information?
* Are there clear lines and systems for internal communication?
* Is the tone and tenor of employee communication friendly, positive, and constructive?

***#4 Physical Environment*  Rating \_\_\_\_**

* Are office doors kept open for the most part?
* Do employees congregate in common areas?
* Do individuals have many personal effects on their desks or in their workspaces?
* Are there open spaces that encourage impromptu gathering?
* Is the facility kept clean and orderly?
* Are vehicles and equipment clean and in good working order?
* Is the location in a safe and secure area?

***#5 Management Respect* Rating \_\_\_\_**

* Do you hear positive comments about managers—or management overall—in reviews

or casual conversation?

* Do people express eagerness to share input up the ladder?
* Do individuals aspire to management positions?
* Do managers mentor and counsel other team members, even if they are not direct reports?

***#6 Ambition and Accomplishment* Rating \_\_\_\_**

* Do your teams routinely celebrate individual or group accomplishments?
* Do employees assess and help shape their own goals and role in the company?
* Are team members eager to share lessons from failures?
* Do employees eagerly take on projects and tasks that aren’t part of their official job?

***#7 Mind-set* Rating \_\_\_\_**

* Are your criteria for hiring and firing known and universally understood?
* Are those hiring and firing criteria consistently applied?
* Is the leadership united in the philosophies that underscore their management style and

development of talent?

***#8 Employee Recruitment and Retention* Rating \_\_\_\_**

* Do employees leave for positions that represent a significant career advancement opportunity

that you wouldn’t have been able to provide?

* Do your employees leave on positive terms with strong relationships in tact?
* Do your employees leave to work for companies that you respect and admire?
* Is your employee retention rate something you’re proud of?

***#9 Productivity* Rating \_\_\_\_**

* Do your employees get work done that goes above and beyond what’s expected?
* Do your teams hit deadlines almost always?
* Is there a “whatever it takes” attitude within the company and throughout every level of the organization?
* Do projects feel like they usually carry healthy momentum?

***#10 Customer Satisfaction* Rating \_\_\_\_**

* Are customers sharing compliments as well as complaints?
* Do you have a strong idea of what your customers love about you and what they’d change if

they could?

* Do you share customer feedback openly with your staff in positive ways?
* Do all members of the staff take ownership of customer problems?

Now total up your Culture Score for your company

Total \_\_\_\_\_

50- 45: Great Shape!; 44- 40 Pretty Good; 39 – 35 Ok: 34-30 Needs Work; <30 Help!

What 1-2 areas need the most help and focus?

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What needs to be done in the next 90 days that will have the most impact? Who, What, When, How

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