

## WORK ENVIRONMENT QUESTIONNAIRE

**Customer-Employee Relations & Empowerment Strategies** ⇨ **How Are You Doing?**

**Instructions: To protect your confidentiality, please do not sign this form.**

**Check one of the boxes next to each statement that corresponds to the extent you agree or disagree.**

*Work Environment Issues	Strongly Disagree 1	2	Neutral 3	4	Strongly Agree 5
1. Leaders in my organization have clear expectations for how employees should treat each other and our customers/clients.					
2. My job description clearly spells out my responsibilities for how I should treat other employees and our customers/clients.					
3. Leaders in my organization give employees the authority to make decisions and take actions to meet the needs and expectations of our customers/clients.					
4. Employees in my organization, for the most part, accept responsibility to make decisions and take actions to meet the needs and expectations of our customers/clients.					
5. Leaders in my organization are positive role models for how employees should treat each other and our customers/clients.					
6. My superior encourages and allows me to work to the best of my abilities.					
7. I routinely set goals for myself and give my best at work and in my personal life.					
8. My superior routinely gives me feedback on my performance, whether positive or negative.					
9. Employees in my organization will often go beyond their job responsibilities to help another member of their team or organization.					
10. I believe that people in my organization, for the most part, work well together.					
11. I know I will be supported by my superior if I go beyond my job description to help another employee in my organization.					
12. My organization welcomes and encourages employees to "think outside the box".					
13. I believe that most employees understand the mission of our organization and how their work helps to serve that mission.					
14. My superior asks me for feedback on his/her performance, whether positive or negative.					
15. I frequently take the initiative to test out new ideas that might improve my work or the organization.					
16. My organization involves employees in helping to set goals for the organization.					
17. For the most part, my organization hires people who have good relationship skills.					
18. Most employees in my organization enjoy their work.					
<b>TOTAL SCORE (Count up your points: 5 x 18 = 90 points possible)</b>					

**Note: If your score is less than 72, call on CERES innovations, inc.**