

# ORGANIZATIONAL EFFECTIVENESS QUESTIONNAIRE

Your Name:

Title:

Company:

Direct Line

Cellular Number:

Address:

Email Address:

Website:

Number of  
Employees:

## CONFIDENTIALITY NOTE:

The information contained within this questionnaire is confidential information, intended only for the use of Continuous Coaching and the person completing this questionnaire. If the receiver of this questionnaire is not the intended recipient, the receiver is hereby notified that any dissemination, distribution, copy or publication of the questionnaire is strictly prohibited.

## INTRODUCE US TO YOUR ORGANIZATION

To get started, we'd like you to tell us more about you and your business. By answering and sending these responses to us by fax we can have a more effective first meeting! Bullet points are fine or if you need more room please right in margins or on a separate piece of paper. We prefer this to be hand written. Call (403) 355-2746 if you need assistance.

**What type of business are you in? (e.g., manufacturing, wholesaling, retail, professional service, etc).**

**Describe your business and the competitive environment.**

**Tell us about your customers.**

**What specific areas of your business are you looking to improve?**

**Describe your leadership team? How many? Are you working well together? Is there room for improvement?**

## YOUR BUSINESS FRUSTRATIONS... 23 QUESTIONS

On a scale of 1 to 5 (1=Not a Frustration, 5=Major Frustration), please evaluate the following common corporate frustrations and let us know how you believe they rank in your company.

- Our industry & business are becoming more complex.
- We have not communicated our organizational values, rules of the game, and priorities to our people.
- Key performance indicators are not well understood by most associates or management.
- We are having trouble recruiting talented employees that are a good fit for our company.
- Our turnover is higher than we would like.
- We would really like to improve the morale and attitude of our workforce.
- We do not have an effective tool for measuring employee engagement.
- We need to improve how effectively we use our performance appraisal process.
- We do not have an effective system to coach and turn around poor performers.
- We do not have a process to identify and/or develop future high potential leaders.
- We do not have a training curriculum that teaches the key leadership skills for our management team.
- Our front-line employees do not feel empowered in making our company successful.
- We never seem to know where we stand financially.
- We have untapped potential in our employees.
- We need to be able to track how each key employee is moving toward his goals.
- We have an ad-hoc way of mentoring and developing our future leaders.
- We only work on goals during our Performance Review process.
- Our sales force is struggling to meet their quotas.
- We need to learn how to make more effective use of our time.
- We do not have a way to measure our people's commitment to achieve results.
- We do not deliberately practice and reinforce new skills and positive behaviours.
- Our managers and executives do not have a tool to view the team's progress on their goals.
- Improved performance is not instinctive in our company.

\_\_\_\_\_ TOTAL SCORE

## JUST A FEW FINAL QUESTIONS ...

If you had one wish for your practice or for yourself personally in the next 90 days, what would it be?

\_\_\_\_\_

Do you have a budget set aside for leadership development/training? (Yes/No?)

\_\_\_\_\_

Other than yourself, who is involved in the decision making process within your business?

\_\_\_\_\_

### THANK YOU FOR YOUR TIME!

Please return this questionnaire to the Coaching Office at least two days prior to your meeting with the Continuous Coaching Team.

#### Delivery Options:

**Phone:** 403.355.2512  
**Fax:** 403.398.1306  
**E-mail:** erin.johnson@envisiongroup.ca

