

# Readiness Assessment Instrument

## Basic warm up/ rapport enhancement

1. Tell me about what you do at <Name of organization> and what you enjoy most about your job.
2. What do you find most challenging about your job?
3. What three words would **you** use to describe the organization?
4. What three words would **customers** use to describe the organization?
5. What do you see as the biggest opportunities for the organization in the next three years?
6. What do you see as the biggest challenges for the organization in the next three years?
7. What problems does the organization need to solve right now?

## Organizational Alignment

8. Would you say the organization is customer-driven or process-driven? Why?
9. How would you characterize the management's relationship with Staff?
10. What about general relationships with you and other staff?
11. How would you characterize the relationship between you and other staff?
12. Do various departments within the organization work together effectively? Why or why not?
13. What obstacles, if any, get in the way of "getting things done?"
14. How and by whom are organizational priorities developed, managed and executed?
15. Do people throughout the organization understand the organization's values and vision?
16. What is the most difficult challenge you face every day in executing or managing strategic efforts in the organization?

## Team Culture

17. Do you feel there is enough trust between departments and individuals within the organization? Why do you feel that way?
18. How are problems that affect the entire organization usually addressed? (Across functions? Individually?)
19. Is the organization people-focused, process-focused or product-focused? Why do you feel that way?

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## Communication and Employee Empowerment

20. Is inter-departmental information sharing enabled and encouraged? Why or why not?
21. Do you feel that you are effectively kept "in the loop" with regard to important organization information and decisions?
22. Would you say staff at <Name of organization> is
  - Not-at-all empowered,
  - Somewhat-empowered, or
  - Completely-empowered to affect change?Why?

## Change readiness/Orientation toward change

23. Would you characterize the organization's management team as risk-takers or conservatives? Why do you say that?
24. Would you say the organization usually focuses on new challenges and issues or reacts to emergencies?
25. Describe the organization's attitude toward change. Is there significant resistance to change? Is it primarily coming from the Board, the staff or the membership?
26. What changes, if any, do you believe the organization must make in order to assure continued success in the future?
27. What parts of the organization would be hardest to change? Easiest? Why do feel that way?

## Wrap-Up

28. If you were the <Title of CEO> of this organization, what is the one change you would make to make <Name of organization> a better place to work?
29. Is there anything else you'd like to tell me that we haven't discussed today?