



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?

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