

## Management

Yes No N/A

- Do you co-operate with your employees when carry out planning?
- Do you co-operate with employees when you set and monitor timetables?
- Do you co-operate with employees when setting objectives?
- Are your business objectives understandable and tangible?
- Have you designated specific people to do specific tasks?
- Are managers committed to co-operation?
- Do you allow employees to make mistakes and do you make sure lessons are learned from them?
- Do you co-operate with employees when you develop the work environment?
- Do employees have a say in how their work is done?

## Time management

Yes No N/A

- Do you understand that individuals and groups develop at a different pace?
- Do you set aside enough time for co-operation and its development?
- Do you understand that change can be slow?

## Organisational climate

Yes No N/A

- Does everyone work towards a common goal?
- Do you always give employees help when they ask for it?
- Do you regularly monitor the wellbeing of the workforce?
- Do you make sure conflicts are resolved?
- Do you accept differences?
- Is there a 'no blame' (or 'fair blame') culture in the workforce?

## Communications and Information flow

Yes No N/A

- Do managers and employees discuss work matters openly?
- Do you openly distribute information about the financial situation of the business?
- Do you openly distribute information about the wellbeing of the workforce?
- Do you let employees know early if you're introducing changes?
- Do employees get customer feedback (internal and external)?

## Salaries

Yes No N/A

- Is your salary policy fair?
- Is your salary system designed to suit individual teams?
- Are employees aware of how their own salary level is determined?