

Ch2 | Best People

Effectiveness Audit

Below is a brief audit to help you determine how well your organization is doing on the key items outlined in this chapter. It is essential that you be completely honest in how you score the questions. This is not an exercise to get the highest score; it is a diagnostic tool to discover areas that need focus and improvement. On a scale of 1 to 10, with **one being strongly disagree** and **ten being strongly agree**, how would you score the following statements?

1. Finding top talent is a major focus of our organization _____
2. We have a robust program/process in place for identifying and recruiting highly talented people _____
3. We have a thorough and well-thought-out interviewing process _____
4. We have the kind of corporate culture that attracts top talent _____
5. Our organization is a fun place to work with a supportive, family-like atmosphere _____
6. Our employees are highly engaged in making our company successful _____
7. We have loyal and strongly engaged customers _____
8. Our people take great pride in our organization in the work we do _____
9. We have a culture that is highly respectful, embraces diversity and treats people fairly _____
10. We have a strong training and development program that helps people build the skills and knowledge necessary to succeed _____
11. There is a high-level of open, honest, transparent communication throughout the entire organization _____
12. People are given the direction, resources and support they need to accomplish their tasks and then are empowered to do their best work _____

Audit Scoring Key

A score of 9-10 indicates strength in your organization.

A score of 7-8 is a good score, but has room for improvement.

A score of 5-6 is an area of concern – this score needs to be brought up because if it heads in the other direction it could lead to serious issues.

A score of 3-4 is in the danger zone and requires attention and resources to get it moving up the scale quickly.

A score of 1-2 is an emergency and should be dealt with immediately.