

GM@W Organizational Review Worksheet





PF2: ORGANIZATIONAL CULTURE

OBJECTIVE: A work environment characterized by trust, honesty and fairness.

What are the benefits of effectively addressing Organizational Culture?

- ✓ Higher job satisfaction and morale
- ✓ Improved teamwork and productivity
- ✓ Enhanced retention and recruitment
- ✓ Positive public/community image

What information may be helpful to refer to or collect?

-  Staff feedback (e.g., employee suggestions, meeting records, exit interviews)
-  Existing employee survey data (e.g., on staff engagement/morale)
-  Turnover rates
-  Customer and client feedback

How would you describe your workplace/work unit? *(select all that apply; this will help you answer questions below)*

Accountability

- ☐ Challenging interpersonal situations dealt with quickly and effectively
- ☐ Management held accountable for decisions
- ☐ Transparency in decision-making

Communication & Trust

- ☐ Regular communication and input from staff on management decision-making processes
- ☐ Staff trust management
- ☐ Work environment is characterized by trust, honesty, tolerance and fairness
- ☐ Employees trust each other

Please answer the questions below with respect to your workplace:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. All people in our workplace are held accountable for their actions.	4	3	2	1
2. People at work show sincere respect for others' ideas, values and beliefs.	4	3	2	1
3. Difficult situations at work are addressed effectively.	4	3	2	1
4. Employees feel that they are part of a community at work.	4	3	2	1
5. Employees and management trust one another.	4	3	2	1

PF1 GM@W Organizational Review Score (from above): _____ (5 to 20)

PF1 GM@W Survey Score (if applicable, from the GM@W Survey Results): _____ (5 to 20)

Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

* Although this is a Minimal Concern, it is important to attend to it and review the GM@W Organizational Review Results and the GM@W Survey Results for any additional or individual-identified areas of concern.

** Although this is a Relative Strength, it is important to review the GM@W Organizational Review Results and the GM@W Survey Results for any additional or individual-identified areas of concern.

If there is a difference between the **GM@W Organizational Review Score** and the **GM@W Survey Score**, what may be contributing to the difference (e.g., lack of knowledge or understanding, communication gaps)?

Do issues related to **Organizational Culture** present a greater risk to particular groups of employees (e.g., new employees, certain jobs, shift workers, etc.)?

What are the strengths in your workplace in terms of **Organizational Culture** (e.g., what do you do well, what should you continue doing)?

What could your workplace do to improve in this area (e.g., what could you do more of, what could you do less of)?

Is further action required? ☐ YES ☐ NO

If YES, see *GM@W Suggested Responses: PF2*