



BEHAVIOURAL SCIENCE AND ORGANISATIONAL CONSULTANTS

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QUALITATIVE REVIEW

AUGUST 2005

Client experience

Qualitative Questions sample

1. MORALE

- 1.1 How would you describe your morale at this time.(Positive) ?
- 1.2 How would you describe your morale at this time (Negative)?

2. STRESS:

- 2.1 What are the underlying causes of positive and negative stress ?

3. ROLES/RESPONSIBILITIES

- 3.1 Is your role clear ?
- 3.2 Do you get Sufficient direction ?
- 3.3 Do you have realistic/reasonable standards and outputs ?

4. STRUCTURE

- 4.1 Do you have clarity and understanding of the structure ?
- 4.2 How has the structure affected organizational effectiveness ?

5. COMMUNICATIONS

- 5.1 Do you understand the big picture vision, mission, goals ?
- 5.2 How effective is communication up/down/across ?
- 5.3 Viewpoints re top down communication
- 5.4 Viewpoints re upwards communication
- 5.5 Viewpoints re communication across the organisation

6. CHANGE

How would you describe change management effectiveness (flexibility, resistance) ?

7. LEADERSHIP/MANAGEMENT/SUPERVISION

- 7.1. In what way do your leader figures help you to be effective; hinder you from being effective ?
- 7.2 What management development training /experience have you had ?

8. CONFLICTS/CONFLICT RESOLUTION

- 8.1 What conflicts occur that are healthy and creative ?
- 8.2 Are their obvious dysfunctional conflicts ?
- 8.3 Are there conflicts across role/department/specialty boundaries ?

9. TEAMWORK

- 9.1 Do you have positive teamwork in your area ?
- 9.2 Is their teamwork between departments, others ?
- 9.3 Is there evidence of teamwork that leads to customer satisfaction / commercial success ?

10. CUSTOMER SERVICE AND AWARENESS

- 10.1 Are you aware of stakeholders including Internal and external customers?
- 10.2 What quality customer service is evident ?
- 10.3 What Ineffective customer service is evident?

11. BARRIERS TO, AND OPPORTUNITIES FOR, IMPROVEMENT

11.1 What is assisting/enabling the College in achieving service delivery / commercial success ?

11.2 What is preventing the College from improving service delivery / Commercial success?

12. VALUES

12.1 What do you believe the organisation stands for ?

THANK YOU FOR YOUR CONTRIBUTION