**Methodology**

* Met with Leadership Team to discuss and develop goals of the assessment
* Launch Meeting to explain process and invite people to be interviewed
* Interview 1/3 to ½ of staff
* Feedback should summarize key issues, not every detail that was expressed
* Interviews are anonymous
* Same information given to the Leadership Team and the whole office

**Goals**

Empowerment, Collaboration, Communication, Efficiency, Trust, Balanced Workload, Morale

**Interview Goals**

* Workload: Increasing, balanced, amount of stress, coping mechanisms
* Mission: Priorities clearly explained, everyone on same page
* Decision-making: authority, responsiveness, empowered
* Management: Approachability, clear explanation of roles and workload, strengthen leadership skills
* Staff culture: Positive, supportive, difficult conversations, involved/isolated, coordinated projects and processes, integration of new staff/projects.
* Meetings: Clarity of objectives, recognition, preparedness, facilitated, organized, follow-through.
* Communication: Upwards/downwards, positive, feedback accepted, follow-through.
* **Interview Questions**:

“How long have you been with the company?

“Last big achievement celebrated? How?”  
“Biggest hurdle last year? What did you learn?”  
“In-office activities? Out-office get-togethers?”  
“If I asked you 1 year from now if you were successful, how would you measure that success?”

“What makes you go home and say this was a good/bad day?”

“Flexible schedules?”

“Opportunities for growth, learning, moving?”

“Connected with other departments?”

“Interact with constituents and employees?”

“If boss asks you to stay late and you can’t, how do you say that and how is it received?”

“How are birthdays usually celebrated?”

“When I make a mistake, someone lets me know and assumes that I can fix it.”

“Most of my skills are being used in this job—some other skills I would like to use are?”

“Do you feel like you have the right amount of information to do your job?”

“What is 1 change you would like to see in the office by next year?”

**Feedback**

Identified trends

How do these affect the goals?

Climate assessment:

1. Creativity
2. Innovation
3. Satisfaction
4. Senior Management
5. Interpersonal Relations
6. Functional Expertise
7. Compensation
8. Benefits
9. Student Communication
10. Staff Communication
11. Obtaining Results
12. Analytical Thinking
13. Mentoring
14. Strategic Planning
15. Teamwork
16. Adaptability
17. Staff Development
18. Leadership
19. Student Development
20. How do I improve learning environment?

Staff requests

Staff concerns

Office strengths

**Recommendations?**