SeeDS Sample Open-ended Questions

COMMUNICATION

1. How do you feel we could better improve communication flow within the organization? Within your department?

2. What ideas do you have for increasing collaboration and communication between departments?

3. Do you have any concerns over specific policies and procedures? If so, what are they and how do you think they should be improved?

MANAGEMENT

4. Do you think problems/issues within the organization are handled appropriately? How could we better resolve these issues?

5. In what ways do you think your supervisor(s) could better support you?

6. How do managers hold employees accountable in your apartment/organization? What changes, if any, would you make to how the staff is held accountable?

7. How effective is your manager with providing feedback about your performance? What does he/she do particularly well with regard to this? What improvements would you suggest?

EMPLOYEE HEALTH & WELL-BEING

8. Do you feel that there is enough emotional support from supervisors and coworkers to help you deal with stressful events at work? If not, how can we improve the support?

9. What things can we do to assist employees with stress management?

10. In what ways can we improve safety for our employees?

EXTERNAL CLIMATE

11. How do you think we could better improve the organization's image within the local community and gain their support?

12. How do you think we could better serve our customers?

TRAINING & RESOURCES

13. What types of training experiences have been most effective for your job performance? What additional types of training/training opportunities would further help you?

14. Do you feel you have enough information and/or material resources with which to perform your job duties? If so, what can your organization continue to do to provide you with adequate resources? If not, what recommendations for improvements would you make?

EMPLOYEE EMPOWERMENT

15. Do you feel your organization effectively recognizes employee job performance? What changes, if any, would you recommend? What ideas do you have for employee recognition programs/incentives?

16. To what extent do you feel your organization involves you in identifying and solving work-related problems? Do you feel your opinions and input are valued? What could your organization/manager due to better involve you in organizational/departmental decisions?

17. To what extent do you feel your organization provides opportunities for career advancement?

18. Currently, do you feel that your skills and personal attributes are well matched with the requirements of your job? Are you content with your current position? What changes, if any, would you recommend to create a better fit between you and your job duties?

19. Different shelters have different types of employee recognition programs and ways of recognizing employees. What are your thoughts on what your organization should do with regard to employee recognition? Please keep in mind that it is important to include in this list affordable options that can be readily implemented.

GENERAL

20. Over the last six months, have there been any especially positive, negative, or noteworthy events/things that have happened to you at work? Please describe them.

21. Everyone starts a new job with expectations for that job. Have there been specific things about your job that have come as somewhat of a surprise? (i.e., that you did not expect to be part of the job). These may be good, bad, or neutral.

22. What advice would you give a new employee in his or her first 90 days at the shelter?

23. What changes would you recommend to improve the shelter as a place to work?