ORGANIZATIONAL VALUES AND VOICE AUDIT

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Instructions: Check each of the initiatives or approaches from the list below that your organization currently is pursuing.

- ☐ Continuous improvement/total quality management
- ☐ Cost-containment/downsizing
- ☐ Diversity awareness/diversity appreciation
- ☐ Employee empowerment
- ☐ Globalization
- ☐ High-performance workplace/performance-based compensation
- ☐ Just-in-time manufacturing
- ☐ Learning organization/continual learning
- ☐ Participatory decision making
- ☐ Relationship marketing/customer orientation
- ☐ Self-managed teams/teamwork
- ☐ Work-life balance/family-friendly workplace

On the list that follows, check the items that characterize your organization's *typical* communication and training practices.

- ☐ Communication interventions such as training and newsletters are evaluated (if at all) by "smile sheets" measuring how much the audience liked them
- ☐ Communication/training/marketing staff are rewarded for the amount of materials or programs they produce, rather than on their return on investment
- ☐ Company materials do not include or acknowledge input of employees or customers.
- ☐ Employees are typically sent to training courses or conferences either because of and organization-wide or department-wide mandate or as a "reward" for good performance.
- ☐ Employees are typically sent to training courses or conferences by managers, rather than making the decision to attend themselves.
- ☐ Most learning activities consist of courses led by a professional instructor.
- ☐ Most meetings with management consist of announcements and/or formal presentations
- ☐ People are often expected to attend training courses and meetings before or after work or on weekends.
- ☐ People are not rewarded for doing what they've been taught in training.
- ☐ People often throw out memos and newsletters or delete email and vice mail messages before even reading/listening to them.
- ☐ Policies and procedures documentation is often not kept up-to-date.
- ☐ There is no established way to solicit and organize good ideas from customers and employees.
- ☐ Training and documentation generally presents one "best" way to approach a task, based on the input of one or two subject-matter experts.
- ☐ Training and employee communication programs are based on requests from managers who thing that the person has a training or communication problem.
- ☐ We don't really know how much the company spends on communication and training each year (including the time employees are away from their "real" work).