

## Staff Feedback Template

Ref	Questions (amend & add to these depending upon the audience)	Responses	TAES Criteria
1	How well have managers communicated the organisation's mission, vision and values?		1.1, 1.4
2	To what extent do managers act as role models of continuous improvement?		1.1
3	How well have managers communicated strategy and service plans?		1.4, 2.1, 2.2
4	How clear is your role in achieving the organisation's goals?		6.5
5	How visible and accessible are your managers?		1.4
6	To what extent is the organisation committed to supporting and caring about its people?		6.1
7	How much involvement do you have in planning and implementing new services and service improvements?		1.1, 2.1 6.3, 6.5, 7.3

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8	To what extent are you encouraged to be creative?		1.1
9	How well do managers respond to your ideas?		1.1, 6.6
10	How well is your performance and contribution recognised and rewarded?		1.4, 6.3
11	How effective is communication in the organisation?		6.3
12	To what extent are you encouraged to own responsibility for the customer service?		1.1, 6.6
13	How well is your performance and that of your team evaluated?		6.3, 8.1, 8.2, 8.3
14	How well are your learning and development needs established?		6.1

Ref	Questions (amend & add to these depending upon the audience)	Responses	TAES Criteria
15	How much support does the organisation give to your learning and development?		1.4, 6.1
16	To what extent are you encouraged to take responsibility for your own development and improvement?		1.1, 6.2
17	To what extent are you involved in helping your colleagues to improve and develop?		6.2
18	To what extent are you aware what your learning & development activities should achieve for yourself and for the organisation?		6.5

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