

## Walk-around Questions

- What part of the organization do you work in? How long have you been with the organization? How long have you been in your current position?
- What are the most significant changes that you've personally experienced in the last two to three years? What made them significant?
- Do you have direct interactions with your customers? How often? Could you describe a couple of examples? In general, what do they expect from you? How do you handle complaints?
- How do you know when you're doing a good job?
- What departments do you depend on to do your job? Do you provide these groups feedback on what would make it better for you/your group? How often? Is your feedback provided formally or informally?
- Are you involved in community activities? Do these involve time-off from work? Does the organization allow you time with pay when you volunteer?
- Are you currently participating on a work team? How long have you been a member? What is the team's mission or role? Are your team activities worth the time you spend? Why?
- When was the last time you attended a formal training class? Topic? Length? What from the training were you able to use back on your job?
- Do you receive information about the organization's financial condition, strategy, contract wins/losses? How (e-mail, newsletters, group meetings, etc.)? Which is most effective? Are there other ways you'd like to get information that you now don't receive?
- How often do you see your direct supervisor? His/her supervisor? Under what circumstances?
- If you could change one thing about this place, what would it be and why?
- Who are your major competitors? What do they do better than you? Are you aware of any efforts to improve in these areas?
- What concerns do you have about the future of this business? Have you shared these with your management? Have they asked you for input? How? How often?
- How do you fit into the organization's strategic plan?
- What measures does your work unit track? How often are they updated? How do you know if your team is doing a good job?