

THE Q12 EXPLAINED

Q1 *"I know what is expected of me at work."*

WHAT DOES THIS STATEMENT MEASURE?

- I understand my job duties & responsibilities.
- I know how my performance is defined and measured.
- I know what my job-related responsibilities are.
- I am aware of my individual goals, department goals, and the goals of the organization

Q3 *"At work, I have the opportunity to do what I do best every day."*

WHAT DOES THIS STATEMENT MEASURE?

- I am able to use my talents and strengths in my job.
- I am able to contribute to the overall success of my department and the organization.
- I get involved with projects or committees in my department that best utilize my expertise and/or talents.
- I have opportunities to share my expertise with others.

Q5 *"My supervisor or someone at work seems to care about me as a person."*

WHAT DOES THIS STATEMENT MEASURE?

- People in my department genuinely care about each other.
- There are members of my team who really know me.
- In my department, there is someone who is supportive of me.

Q7 *"At work, my opinions seem to count."*

WHAT DOES THIS STATEMENT MEASURE?

- I am asked for my input and/or suggestions for improvement.
- In my department, when I have ideas, I know who to share them with.
- When I give input or suggestions, someone follows up with me.
- In our staff meetings, we discuss challenges and have input on potential solutions as a group.

Q9 *"My associates or fellow employees are committed to doing quality work."*

WHAT DOES THIS STATEMENT MEASURE?

- My coworkers and I work together as a team to provide quality care and/or service.
- Members of my team genuinely care about their patients and customers.
- In my department, we discuss quality and ways to improve our services.

Q11 *"In the last six months, someone at work has talked to me about my progress."*

WHAT DOES THIS STATEMENT MEASURE?

- I get individual feedback on how I am doing from my leader, supervisor and/or peers.
- I have opportunities to discuss my performance, both what I do well and what I can do to improve.
- I have follow-up opportunities to get additional information and feedback on my areas of strength and/or improvement.

Q2 *"I have the materials and equipment I need to do my work right."*

WHAT DOES THIS STATEMENT MEASURE?

- I have the materials, supplies and equipment available when I need them.
- If not right at hand, I know where to get what I need.
- I do my part in keeping materials, supplies and equipment available by letting someone know if materials and/or supplies are running low or if equipment is broken.

Q4 *"In the last seven days, I have received recognition or praise for good work."*

WHAT DOES THIS STATEMENT MEASURE?

- My patients/customers tell me that they appreciate me.
- My supervisor/leader says "good job" or "thank you" for doing good work.
- I receive peer recognition from my co-workers.

Q6 *"There is someone at work who encourages my development."*

WHAT DOES THIS STATEMENT MEASURE?

- I have opportunities to experience new things and gain new knowledge and skills.
- My supervisor/leader and/or my peers encourage me to learn new things.
- I have opportunities to develop and grow my talents at work.

Q8 *"The mission or purpose of my organization makes me feel my job is important."*

WHAT DOES THIS STATEMENT MEASURE?

- My work is viewed as important.
- My work supports the mission and values of our organization.
- Providing "good help to those in need" is supported and reinforced as part of my work.

Q10 *"I have a best friend at work."*

WHAT DOES THIS STATEMENT MEASURE?

- In my workgroup, I am able to develop real and genuine friendships with one or more of my coworkers.
- I experience trust and respect from my coworkers.
- There is someone at work that I feel comfortable being completely open and honest with.
- Someone "has my back" at work.

Q12 *"This last year, I have had opportunities at work to learn and grow."*

WHAT DOES THIS STATEMENT MEASURE?

- I have opportunities to attend in-services, training classes or seminars.
- I have opportunities to participate in departmental and/or organizational projects or committees.
- I have increased my knowledge and skills over this past year.
- I have had an opportunity to help orient new team members.

