

# MANAGER'S COMMUNICATION PRACTICES QUESTIONNAIRE

## Instructions:

Do not sign your name on this form!

Work group means all persons who report to the same manager as you, regardless of job title.

Enter the number, which most closely reflects your manager's practices, in each of the 20 communications practices listed below:

Strongly Disagree	=	1
Disagree	=	2
Sometimes Agree / Sometimes Disagree	=	3
Agree	=	4
Strongly Agree	=	5

## Individual's Job Responsibilities

1. My manager discusses my job suggestions with me. \_\_\_\_\_
2. My manager discusses my job responsibilities and standards with me. \_\_\_\_\_
3. My manager discusses policies and procedures affecting my job with me. \_\_\_\_\_

## Individual Performance Feedback

4. My manager communicates his or her personal appreciation for effective performance. \_\_\_\_\_
5. My manager communicates clearly about actions to improve my performance. \_\_\_\_\_
6. My manager communicates the value of my individual contribution to the work unit. \_\_\_\_\_

## Individual Needs and Concerns

7. My manager expresses a willingness to listen to my concerns. \_\_\_\_\_
8. My manager communicates a willingness to listen impartially to employee relations problems. \_\_\_\_\_
9. My manager asks for feedback regarding his or her performance as a manager. \_\_\_\_\_
10. My manager communicates a willingness to assist employees in resolving their conflicts. \_\_\_\_\_

## Work Unit's Goals, Role, and Progress

11. My manager discusses my work group's mission with us. \_\_\_\_\_
12. My manager discusses the work group's objectives and targets with us. \_\_\_\_\_
13. My manager listens to employees' questions and suggestions on the goals / progress of the work group. \_\_\_\_\_

## Company Goals and Progress

14. My manager discusses how the work unit's mission affects the whole Company. \_\_\_\_\_
15. My manager discusses how business issues affect the work group. \_\_\_\_\_
16. My manager discusses basic business strategy of the work group. \_\_\_\_\_

## Communicate Upward, take action, Give Feedback on Employee Input

17. My manager communicates to his/her superiors about the successes and/or failure of our work group's meeting objectives. \_\_\_\_\_
18. My manager communicates to his/her superiors about the problems we have in meeting our unit's objectives. \_\_\_\_\_
19. My manager communicates to his/her superiors our work unit's suggestions for senior management actions and policy changes. \_\_\_\_\_
20. My manager communicates to his/her superiors our work group's ideas to improve our efficiency. \_\_\_\_\_

Total \_\_\_\_\_