

## Continuous performance improvement – Getting feedback

Getting feedback is of course about asking questions. Make sure that you collect feedback from your customers and your team, as this will help you improve processes at all levels of your business.

When selecting questions we recommend a numeric question followed by a text question. This will allow you to gain a goal score for your team scoreboard and responses to create actions out of. Please feel free to mix any of the below numeric and text responses.

### Customer focused questions

On a scale of 1 to 10, where 10 means extremely likely, how likely is it that you would recommend us to a friend or colleague?

What suggestions do you have that would improve this?

On a scale of 1 to 10, where 10 means very strongly, how strongly do you agree that we are easy to do business with?

What suggestions do you have that would improve this?

On a scale of 1 to 10, where 10 means very strongly, how strongly do you agree that we are helpful and sincere when doing business?

What suggestions do you have that would improve this?

On a scale of 1 to 10, where 10 means very strongly, how strongly do you agree that we are responsive and timely to do business with?

What suggestions do you have that would improve this?

On a scale of 1 to 10, where 10 means highly responsive, how responsive are we to your needs?

What suggestions do you have that would improve this?

On a scale of 1 to 10, where 10 means consistently understanding and meeting your needs, how would you rate our consistency?

What could we do to be more consistent?

On a scale of 1 to 10, where 10 means clear and precise communication, how well do we communicate with you?

How could we improve our communication with you?

On a scale of 1 to 10, where 10 means exceeding your expectations in our service delivery, how would you rate our service delivery?

What could we do to exceed your expectations?

On a scale of 1 to 10, where 10 means that you have received the highest quality service, how would you rate the quality of our service?

What would improve the service you receive from us?

The most common customer expectations for developing questions include, but are not limited to:

- Responsiveness
- Timeliness
- Accuracy
- Helpfulness
- Sense of urgency
- Clear communication
- Honesty
- Friendliness
- Compassionate
- Effective communication
- Deliver on commitments
- Precise information
- Understand their needs
- Meet their needs
- Sincere

## Team focused questions

On a scale of 1 to 10, where 10 means operating at peak performance, how well are we operating as a team?

What could the team do that would improve this over the next month?

On a scale of 1 to 10, where 10 means exceeding customer expectations, how well do you think we, as a team, deliver on our customer's expectations?

What could we do to improve this?

What could we do to improve the communication processes?

On a scale of 1 to 10, where 10 means a highly responsive, how would you rate the responsiveness of the team to each other's needs?

What could we do to improve our responsiveness to each other's needs?

On a scale of 1 to 10, where 10 means a highly cohesive team, how well do you think we operate as a team?

What could we do to improve our cohesiveness as a team?

What is the one thing that you would like the team to focus on improving over the next month?

The most common performance traits that are used for developing questions relating to the team include, but are not limited to:

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| <ul style="list-style-type: none"><li>• Common purpose</li><li>• Common goals</li><li>• Trust</li><li>• Respect</li><li>• Involvement in decision making</li><li>• Effective communication</li><li>• Deliver on commitments</li><li>• Reward and incentive programs</li><li>• Clear team goals</li></ul> | <ul style="list-style-type: none"><li>• Involvement in problem solving</li><li>• Continuous improvement</li><li>• Intensity of work</li><li>• Value diversity</li><li>• Work/life balance</li><li>• Effectiveness of meetings</li><li>• Focus on tasks</li><li>• Responsiveness</li></ul> |
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## Leadership focused questions

As your manager, on a scale of 1 to 10, where 10 means extremely helpful, how helpful am I in assisting you to achieve your objectives?

What can I do to improve my performance as your manager over the next month?

As your manager, on a scale of 1 to 10, where 10 means a very effective, how effective am I as a communicator?

What could I do to improve my communication with the team members?

As your manager, on a scale of 1 to 10, where 10 means very effective, how effective am I in modelling the behaviours required of a leader?

What could I do to improve to improve this?

In working with, or knowing him/her, how would you best describe <Leader's name>'s strengths?

What projects or activities do you believe <Leader's name> has excelled in, and which of his/her behaviours or actions has enabled this?

What projects or activities do you believe <Leader's name> could have performed better in, and what actions or behaviours could she/he have done better?

What suggestions would you provide <Leader's name> in pursuing career success?

The most common performance traits that are used for developing questions relating to the leadership include, but are not limited to:

- Coaching skills
- Clear/concise team goals
- Establishes trust
- Respect for team members in decision making/problem solving
- An effective communicator
- Delivers on promises
- Encourages accountability and responsibility
- Models behaviours
- Delegates effectively
- Value diversity
- Lives the values
- Responsive to requests for assistance
- An organised leader