Manage is the fourth word in the TEAM acronym. It represents the need to provide your employees with the tools and assistance they need to do their jobs effectively. Use this worksheet to benchmark your, and your organizational leadership team's, current behaviors against the Disney TEAM standards.

Directions

Score your effectiveness in each Manage component listed below, with the number '100' representing the most effective teaching possible and '0' representing the least effective possible. If your organization does not offer one of the components, score yourself as a '0' for that component.

1. Are you visible and available when your employees need you?   _____

2. Do you help your employees resolve their scheduling issues?   _____

3. Do you cover for your employees who must leave work because of a personal issue? _____

4. Do you work alongside your employees and experience first-hand   _____

    what they experience?

5. Do you provide all the tools and materials that your employees require to   _____

    effectively do their jobs?

6. Do your employees agree that they have all the tools and materials they need?   _____

7. Do you champion your employees' needs with your leader?   _____

8. Do your processes help your employees deliver effective customer service?   _____

9. Do you involve your employees in fixing process issues?   _____

10. Do your effectively coach, guide and, when necessary, discipline your employees?   _____

Care Like a Mouse, Chapter Four – Serving Castomers, Table 4-4, Manage Assessment Worksheet

Add up all the scores you awarded yourself and divide by the number of questions you answered (IE-A total added score of 640 divided by 10 would equal an aggregate score of 64% out of 100%). Then place the resulting number on the line below.

Your Total Manage Score: _____

Based on your answers to the questions and your score above, list items that you should act upon. Then list the initial action steps you will need to take.

Observation: _____

    Action Item: _____

Observation: _____

    Action Item: _____

Observation: _____

    Action Item: _____

Observation: _____

    Action Item: _____