

Care Like a Mouse, Chapter Four – Serving Customers, Table 4-2, Engage Assessment Worksheet

Engage is the second word in the TEAM acronym. It represents the need involve your employees in decisions that affect them. Use this worksheet to benchmark your, and your management team's, current behaviors against the Disney inspired TEAM standards. Think about your organization's practices and estimate how effectively you Engage your employees.

Directions

Score your effectiveness in each Engage 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. Do you know each employees' name? _____
2. Do you know basic human information about each employee
(IE-marital status, children, hobbies, goals, needs, etc.)? _____
3. Do you talk to each employee every day they are at work? _____
4. Do employees freely share information with you? _____
5. Do you ask each employee what their opinion is about issues that affect them? _____
1. Do you conduct daily update meetings with your employees? _____
2. Do you conduct monthly team meetings with your employees? _____
6. Do you update employees one-on-one if they are not able to attend the meetings? _____
7. Do you share service issues and problems with your employees? _____
8. Do employees come to you and report service issues? _____

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9. Do you involve employees in developing solutions to those service issues? _____

10. Do you involve employees in managing employee recognition? _____

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 Engage 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: _____