

Information sharing refers to the methods you use to communicate with your employees. Use this worksheet to evaluate your effectiveness at information sharing.

Directions

Score your effectiveness in each communication tool listed below. Give yourself a maximum of '20' points for each question in each category. Then add up the score of those five questions for a total score for each communication tool. If your organization does not offer one of the communication tools listed below, score yourself as a '0' for that tool.

1. Bulletin Board Circle One:    Yes    No

(If you answered "No," score '0' for each of the five questions in this topic area.)

Are your bulletin boards ...

- Updated weekly? \_\_\_\_\_
- Located where employees will see them? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Delivering customer service information? \_\_\_\_\_
- Read by a majority of employees? \_\_\_\_\_

Total Bulletin Board score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

2. Company Newsletter (electronic or hard copy) Circle One:    Yes    No

(If you answered "No," score '0' for each of the five questions in this topic area.)

Is your company newsletter ...

- Published at least monthly? \_\_\_\_\_
- Accessible to all employees in electronic or hard copy format? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_

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- Delivering customer service information? \_\_\_\_\_
- Read by a majority of employees? \_\_\_\_\_

Total Company Newsletter score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

3. Local Newsletter Circle One: Yes No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Are your local newsletters ...

- Published at least monthly? \_\_\_\_\_
- Accessible to all employees in electronic or hard copy format? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Delivering customer service information? \_\_\_\_\_
- Read by a majority of employees? \_\_\_\_\_

Total Local Newsletter score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

4. Intranet Updates Circle One: Yes No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Are your Intranet updates ...

- Updated daily? \_\_\_\_\_
- Accessible to all employees? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Relevant to customer need? \_\_\_\_\_
- Read by a majority of employees? \_\_\_\_\_

Total Internet Updates score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

5. Emails to Employees Circle One: Yes No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Are your emails to employees ...

- Sent daily? \_\_\_\_\_
- Accessible to all employees? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Relevant to customer need? \_\_\_\_\_
- Read by a majority of employees? \_\_\_\_\_

Total Emails to Employees score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

6. Information Kiosks Circle One: Yes No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Are your information kiosks ...

- Restocked weekly? \_\_\_\_\_
- Located where employees will see them? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Relevant to customer need? \_\_\_\_\_
- Utilized by a majority of employees? \_\_\_\_\_

Total Information Kiosks score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

7. Daily Meetings Circle One:    Yes    No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Are your daily meetings ...

- Conducted every day? \_\_\_\_\_
- Conveniently located for your employees? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Relevant to customer need? \_\_\_\_\_
- Attended by a majority of employees? \_\_\_\_\_

Total Daily Meetings score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

8. Team Meetings Circle One:    Yes    No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Are your team meetings ...

- Conducted at least monthly? \_\_\_\_\_
- Conveniently located for your employees? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Relevant to customer need? \_\_\_\_\_
- Attended by a majority of employees? \_\_\_\_\_

Total Team Meetings score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

9. Offerings/Product Sampling Circle One:    Yes    No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Are your offerings and product samplings ...

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- Previewed by employees before being offered to customers? \_\_\_\_\_
- Open to all employees to experience/try? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Relevant to customer need? \_\_\_\_\_
- Experienced by a majority of employees? \_\_\_\_\_

Total Offerings/Product Sampling score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

10. Update Training

Circle One: Yes No

(If you answered “No,” score ‘0’ for each of the five questions in this topic area.)

Is your update training ...

- Delivered before new processes or policies are enacted? \_\_\_\_\_
- Delivered to all employees? \_\_\_\_\_
- Relevant to employee need? \_\_\_\_\_
- Relevant to customer need? \_\_\_\_\_
- Delivered to all relevant employees? \_\_\_\_\_

Total Update Training score \_\_\_\_\_ Divided by 10 = \_\_\_\_\_

Total Score

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 Information Sharing Score: \_\_\_\_\_

Information Sharing Prioritization

Based on your answers to the questions and your scores above, which information sharing processes do you need to focus more attention on? What will you do to take advantage of the identified opportunities?

Problem One: \_\_\_\_\_

Action Item: \_\_\_\_\_

Action Item: \_\_\_\_\_

Action Item: \_\_\_\_\_

Problem Two: \_\_\_\_\_

Action Item: \_\_\_\_\_

Action Item: \_\_\_\_\_

Action Item: \_\_\_\_\_

Problem Three: \_\_\_\_\_

Action Item: \_\_\_\_\_

Action Item: \_\_\_\_\_

Action Item: \_\_\_\_\_