

Confidential Leadership Empowerment Satisfaction/Retention Survey

I report to: _____ (first name) _____ (last name)
 Date: _____ 20_____

To assist your leadership team in its mission of creating a “customer driven culture through people empowerment,” we sincerely appreciate your completion of the confidential survey and forwarding it to the location and deadline noted below. **Please circle 1 response for all 10 questions.** PLEASE DO NOT IDENTIFY YOURSELF IN ANY WAY. Thank you.

5 – Always 4 – Usually 3 – Sometimes 2 – On Occasion 1 – Never

The Leader I report to:

- | | | |
|--------------------------------|---|-------------|
| 1. Respect | Treats me with courtesy, dignity and respect. | 5 4 3 2 1 |
| 2. Communication | Encourages open, honest 2-way dialogue and actively listens. | 5 4 3 2 1 |
| 3. Alignment/Trust | Leads by example and practices what they preach (i.e. customer driven, continuous improvement). | 5 4 3 2 1 |
| 4. Recognition/Feedback | Values my contribution and recognizes service “above and beyond.” | 5 4 3 2 1 |
| 5. Empowerment | Involves, consults with and empowers me. (Empowerment – “gives me sufficient authority to satisfy my customers in a timely way”). | 5 4 3 2 1 |
| 6. Insider/Information | Keeps me well informed about changes so that I truly feel like a knowledgeable “insider.” | 5 4 3 2 1 |
| 7. Coach/Champion | Is an effective coach, who adapts their leadership style to my unique needs and helps me see the “Big Picture.” | 5 4 3 2 1 |
| 8. Training/Tools | Ensures that I have the tools and training to do my job in a timely and effective way. | 5 4 3 2 1 |
| 9. Leadership | OVERALL, I rate my satisfaction with the leadership provided as: | 5 4 3 2 1 |
| 10. Friendship/Empathy | P.S. I really look forward to coming to work. | Yes No |

Please insert into Confidential Envelope and return

To: _____

By: (Date) _____