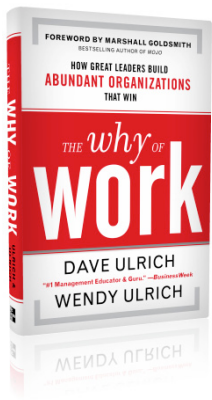


*THE why OF*  
**work**  
*by* DAVE & WENDY ULRICH



# TOOL 6.2



Work *Environment* Attitudes and Routines Assessment

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# [6.2] WORK ENVIRONMENT

## ATTITUDES AND ROUTINES ASSESSMENT

This assessment was created to help you understand to what extent you focus on abundant versus cynical attitudes and routines at work.

### Directions:

Walk into your workspace. Take a look around. Notice the written and verbal messages, the faces of the employees, the layout of the offices, the attitudes and priorities communicated, the symbols. Circle the number that most closely approximates how often each of the following statements is true for your organization.

Attitude Toward...	Deficit-driven Routines	To what extent do we normally focus on:	Abundant Routines
Success	Arrogance and taking credit	- 3 - 2 - 1 0 + 1 + 2 + 3	Humility and sharing credit
	Telling and demanding	- 3 - 2 - 1 0 + 1 + 2 + 3	Asking and learning
Value and Values	Little awareness of customer needs	- 3 - 2 - 1 0 + 1 + 2 + 3	Clear about how we add value to others
	Core values are fuzzy or not lived	- 3 - 2 - 1 0 + 1 + 2 + 3	Core values explicit and put into action
Service	Taking care of self	- 3 - 2 - 1 0 + 1 + 2 + 3	Taking care of others
	Sacrifice is exploited	- 3 - 2 - 1 0 + 1 + 2 + 3	Sacrifice is rewarded
Ideas	Critical of new ideas	- 3 - 2 - 1 0 + 1 + 2 + 3	Open to new ideas
	Discounting employee opinions	- 3 - 2 - 1 0 + 1 + 2 + 3	Using employee opinions
Connections	Every person for self	- 3 - 2 - 1 0 + 1 + 2 + 3	Collaboration valued
	Friendliness is superficial	- 3 - 2 - 1 0 + 1 + 2 + 3	Friendliness is widespread
Involvement	Leaders are isolated	- 3 - 2 - 1 0 + 1 + 2 + 3	Leaders know, work with employees
	Leaders inspect or judge, don't help	- 3 - 2 - 1 0 + 1 + 2 + 3	Leaders are hands-on
Accountability	Expectations not clear	- 3 - 2 - 1 0 + 1 + 2 + 3	Expectations are clear
	Goal is to catch people doing something wrong	- 3 - 2 - 1 0 + 1 + 2 + 3	Goal is to catch people doing things right
Communication	Hoarding information	- 3 - 2 - 1 0 + 1 + 2 + 3	Sharing information
	Employees aren't heard	- 3 - 2 - 1 0 + 1 + 2 + 3	Employee input sought
Conflict	Conflict is ignored or escalated	- 3 - 2 - 1 0 + 1 + 2 + 3	Conflict is addressed respectfully
	Blame supersedes problem-solving	- 3 - 2 - 1 0 + 1 + 2 + 3	Problem-solving more important than blaming
Physical Space	Work space is neglected	- 3 - 2 - 1 0 + 1 + 2 + 3	Work space is functional and pleasant
	Work space is used to intimidate	- 3 - 2 - 1 0 + 1 + 2 + 3	Work space reflects core values

1. What is your highest-scored area? Lowest-scored?

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2. Overall, what do these results suggest to you?

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3. Pick 2-3 areas to strengthen that will have the biggest impact on your group:

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4. Identify 3 things you can do in the next 30 days to improve each of the areas you identified in #3:

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# Contact us for more information about The RBL Group products and services:

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