



Rate the following statements and then select those issues for action planning purposes.

Consistently characteristic: the statement is consistently characteristic of how the organisation works.

Occasionally characteristic: the statement is occasionally characteristic of how the organisation works.

Not characteristic: the statement is not characteristic of how the organisation works.

CC OC NC

1. Staff lack an understanding of one another's roles.

2. Poor understanding of business unit or divisional roles.

3. Poor communication of the organisation's direction.

4. Lack of information about the organisation's performance.

5. Inadequate information about organisational changes.

6. Limited opportunities for staff to have input or ask for information.

7. Recent change poorly implemented.

8. Reluctance to hold people responsible for results.

9. Unrealistic deadlines set for projects and tasks.

10. Resources not available to meet deadlines on projects and tasks.

11. Lack of clarity about customer/client servicing responsibilities.

12. A long-term focus on a single objective, eg costs.

13. Insufficient definition of individual goals and objectives.

14. Conflicting goals and priorities within the organisation.

15. Inadequate information about business plans.

16. Perception of inadequate movement towards goals.

17. Operating budgets set at unrealistic levels to do the job well.

