

# Organizational Hope Quick Assessment

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**Instructions:**

Please complete this quick assessment according to the current condition of you and your organization. There is a summary box on the second page for you to compile your ratings. Please put a checkmark next to the two different items on the assessment which are most interesting and compelling for you to pursue.

	Never	Seldom	Sometimes	Frequently	Always
1. Staff meetings have regular, structured time for staff to tell stories of success and failure.	1	2	3	4	5
2. We have systems in place to discover, acknowledge, and utilize employees' skills/talents/gifts.	1	2	3	4	5
3. I know the specific outcomes for our workgroup.	1	2	3	4	5
4. We have a mentoring process for new employees.	1	2	3	4	5
5. We have established rituals for significant employee events (birthdays, funerals, graduations, etc.)	1	2	3	4	5
6. My supervisor has clarified and agreed with each employee their specific task assignments.	1	2	3	4	5
7. We recruit employees who have personal experience with the issues faced by people using our services.	1	2	3	4	5
8. My supervisor has presented a clear organizational vision and dialogued about it with employees.	1	2	3	4	5
9. Leaders regularly affirm employees for innovative ideas that have not worked.	1	2	3	4	5
10. My supervisor has shared leadership improvement goals and asked employees for help.	1	2	3	4	5
11. I tell stories of successful organizational change.	1	2	3	4	5
12. We have regular opportunities to recognize the success individual employees have with customers.	1	2	3	4	5
13. I am regularly acknowledged for success in meeting my target goals as an employee.	1	2	3	4	5
14. Our team has identified and implemented a simple conflict resolution process used by all employees.	1	2	3	4	5
15. Our workgroup is regularly acknowledged for achieving our group goals.	1	2	3	4	5
16. Each employee has time-limited learning goals related to his/her job tasks.	1	2	3	4	5
17. Employees have structured opportunity to share stories of how/why they got into this work.	1	2	3	4	5

18. The status of our progress towards outcomes is known by all employees.	1	2	3	4	5
19. Our workgroup has learning objectives with measurable goals.	1	2	3	4	5
20. Our workgroup has regular opportunities for sharing of personal stories of progress and setbacks.	1	2	3	4	5
21. We have established rituals for welcoming new employees and acknowledging employees who are leaving.	1	2	3	4	5
22. My supervisor has shared a strong and compelling vision for a healthy and productive workgroup.	1	2	3	4	5
23. Our workgroup looks outside its own organization for innovative ideas.	1	2	3	4	5

Add-up each item you circled to get your total score: \_\_\_\_\_

Identify the two items MOST urgent in your group: \_\_\_\_\_

### Scoring Guide:

90 – 115 Your group can induce spontaneous recovery in wilting plants and sick puppies. Staff carry each other into the building on their shoulders, cheering all the way. You have successfully integrated hope-building practices into the regular routines of your organization. Hope building is one of your strongest organizational qualities.

75 – 89 Your group routinely and effectively integrate many of the habits of hope into your organization’s culture. The leaders are seen as hopeful, and concerned about fostering healthy relationships between co-workers. Their leadership style naturally gravitates towards empowerment of others. Asking co-workers to help fine-tune the hopefulness of the work culture, with specific action plans, is your next step. Creating hope is a natural ability in your group.

60 – 74 Your group believes creating hope is an important part of your work, but you are pulled in many different areas and haven’t been able to focus on this as much as you would like. The demands of service delivery at times consume everyone’s focus, and staff hopefulness has suffered because of it. Your group has an intermittent history of supporting hopeful activities. You do not have a structured plan for creating more hope and resilience, but would like to. The leaders are seen as caring, but not as leaders who see the health of the workforce as having the same level of importance as the service to the customer.

45 – 59 Your workgroup is hunkered down and just trying to get through the day. There are significant pockets of resentment, anger, and hopelessness in your workgroup. Staff generally see the condition of their workplace as resulting from a lack of resources, and blame both you and other leaders for their condition. There is strong resistance amongst staff to being hopeful, and there may be key leaders who promote an us-against-them attitude. Although you would like to change the work culture towards more hopefulness, it feels like a huge job and you may not be sure where to start. The condition of the workplace is affecting your own resilience.

23 – 44 Your workplace is not structured for employee health. The leadership team has no focused plan for creating hope and resilience. There is a culture of both enforcement and hiding that is pervasive within employees. Your resilience level is low. The level of desire for change is the first thing for you to acknowledge. Gathering co-workers who share your interest in hope, and are willing to talk about it, is the first place to start. Remember: any workplace can build a culture of hope and resilience.