



## Toolkit Page 147      Back on Track Questionnaire

This questionnaire is deceptively simple. A few things make it successful:

- It is limited to four questions
- It asks open-ended questions
- Results are anonymous

I link my questions to the three levels of support and resistance that appear through the book. So Question 1 links to Level 1, Question 2 to Level 2, and Question 3 to Level 3. The questions are written so that people can respond by describing their support or their resistance. Question 4 gives people an opportunity to tell you things you might not hear otherwise.

Begin with an opening sentence or two. Here is a hypothetical one.

We are immersed in a major change in how we provide service to the public. To ensure that we are on track and can continue to make progress please complete the following anonymous questionnaire. It should take you less than five minutes. I will discuss the composite results at the staff meeting on the 15<sup>th</sup>. Thanks for your help.

1. To what extent do you understand what this new emphasis on service is all about? Please explain:

[space for open-ended comments]

2. What's your personal reaction to these changes? Do you like what you are hearing or not? Please explain:

[space for open-ended response]

3. To what extent do you think the leadership team and I have what it takes to lead this change successfully?  
Please explain:

[space for open-ended response]

4. Anything else you'd like me to know?

[space for open-ended response]

END OF SURVEY

That's it. When my clients report on the results, I encourage them to provide unedited data. If you reduce what you learn to bullet points you will sap all of the energy from what people had to say.

© **2010 Rick Maurer**. Rick uses his Change without Migraines™ to advise organizations on how to lead change effectively. He is author of many books including *Beyond the Wall of Resistance*. In 2009, he created the Change Management Open Source Project, a free resource for people interested in change in organizations. You can access the open source project as well as many free articles and tools from his web site: [www.rickmaurer.com](http://www.rickmaurer.com)