

# 12 Statements and Probing Questions for Team Members

## **1. I know what is expected of me at work.**

### *Probing Questions:*

Think about what is expected from you here at work, what are you supposed to do every day when you come to work?

How do you find out what's expected from you and what do you think about the expectations?

Do you get enough feedback about your work and when you are successful?

## **2. I have the materials and equipment I need to do my work right.**

### *Probing Questions:*

Do you have what you need to do your job every day? If not, what do you need?

How can you request and receive what you need to do your work right?

Give me an example of when you have not had what you needed. What did you do?

## **3. At work, I have the opportunity to do what I do best every day.**

### *Probing Questions:*

What do you think you do *really* well?

What do people, at home or at work, tell you that you are good at?

What do you or others consider your natural gifts or talents?

## **4. In the last seven days, I have received recognition or praise for doing good work.**

### *Probing Questions:*

Do we do a good job of catching you doing things right?

How often do you feel recognized for your work?

What do you think is the best type of recognition to get?

## **5. My supervisor, or someone at work, seems to care about me as a person.**

### *Probing Questions:*

Is there anything else we know about you as a person that would be helpful for us to know?

Do you think as an organization we will be there for you when you need us?

Do you feel comfortable going to someone here if you need something? Have you ever done that before?

## **6. There is someone at work who encourages my development.**

### *Probing Questions:*

What is the best way that you learn?

What kind of training really works for you in terms of developing and growing?

Do you feel like you're growing and developing with our organization?





**7. At work, my opinions seem to count.**

*Probing Questions:*

Do you feel your opinions are valued? Why or why not?

What would make you feel that your opinion was more valued?

What is an example of when you shared your opinion and it mattered?

**8. The mission or purpose of the company makes me feel my job is important.**

*Probing Questions:*

Do you have a sense of what our mission or the purpose of our organization is?

Do you feel that your work supports our mission and purpose?

How could we better share with you how your work is an important part of our purpose?

**9. My associates or fellow employees are committed to doing quality work.**

*Probing Questions:*

How do you define quality work?

How do you help your teammates achieve quality?

How can I help you to achieve even higher quality work?

**10. I have a best friend at work.**

*Probing Questions:*

Describe your relationships with your coworkers.

Do you trust your coworkers? Do you trust the organization?

How would you define “teamwork”?

**11. In the last six months, someone at work has talked to me about my progress.**

*Probing Questions:*

When is the last time your job performance was discussed with you?

How did you feel about the process of discussing your progress?

What would be the best way for us to discuss your progress with you?

**12. This last year, I have had opportunities at work to learn and grow.**

*Probing Questions:*

Do you feel that you have the knowledge you need to your job to the best of your abilities?

What training or education programs do you find most effective?

Do you feel like you have new and exciting challenges at work?

*Adapted from Gallup, Inc.*