



**Workplace
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COMMITMENT TO EACH OTHER RANKING

Rank each statement on a scale of one to five, with one being the least true and five being the truest. Total the scores then divide the total by 10.

NO.	Statement	True or False on a scale of 1 to 5
1.	I feel supported by my team.	
2.	I feel supported by my department.	
3.	I feel supported by my organization.	
4.	My team members are completely committed to the goals of the team.	
5.	The communication among team members is open and unguarded.	
6.	Team members quickly and genuinely apologize to one another when they say or do something that is damaging to the team.	
7.	Team members are free to openly admit their mistakes.	
8.	I am comfortable that my team will "pinch hit" for me when I'm not 100%.	
9.	The interactions among my team members are free of turf battles, rivalries, favoritism and personality clashes.	
10.	My team has sufficient resources such as people, tools, budgets, etc., to achieve our goals.	
TOTAL		
Average		



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COMMITMENT TO THE MISSION RANKING

Rank each statement on a scale of one to five, with one being the least true and five being the truest. Total the scores then divide the total by 10.

NO.	Statement	True or False on a scale of 1 to 5
1.	I understand the mission of my organization.	
2.	I feel management communicates the overall mission to my team.	
3.	The goals of my team are clearly understood by all team members.	
4.	My daily tasks and activities support the goals of the team.	
5.	The goals of my team are achievable.	
6.	The measures used to track our goals are visible and accessible to everyone.	
7.	Our team's systems and processes are aligned to the goals of our unit.	
8.	I understand the reasons for the goals of my organization.	
9.	I clearly understand the reasons for the goals of my team.	
10.	I feel that my organization recognizes individual contribution to the mission.	
TOTAL		
AVERAGE		



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COMMITMENT TO THE CUSTOMER RANKING

Rank each statement on a scale of one to five, with one being the least true and five being the truest. Total the scores then divide the total by 10.

NO.	Statement	True or False on a scale of 1 to 5
1.	My organization is completely focused on satisfying the customer	
2.	My organization frequently gathers feedback from the customer.	
3.	The feedback gathered by my organization from the customer is frequently shared with my team.	
4.	My organization's policies and procedures are customer-centric rather than organization-centric.	
5.	My team clearly understands how our activities contribute to providing the highest level of customer service.	
6.	The "customer is always right" is a basic belief of my organization.	
7.	Providing the highest-level of customer service is included in my organization's mission statement.	
8.	Complaints by our customers are handled by management swiftly and fairly.	
9.	I am empowered to provide the highest level of service to the customer without seeking management approval.	
10.	Our customers have a high level of satisfaction with our organization's service and support.	
TOTAL		
AVERAGE		



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COMMITMENT TO RESOLVING CONFLICT RANKING

Rank each statement on a scale of one to five, with one being the least true and five being the truest. Total the scores then divide the total by 10.

NO.	Statement	True or False on a scale of 1 to 5
1.	I feel confident to actively challenge any team member.	
2.	We genuinely listen to each other.	
3.	My team is respectful toward each other.	
4.	My team has an energetic and creative approach to issues that result in new and better ideas.	
5.	I feel safe in expressing my opinions openly without fear of retribution.	
6.	The people on my team take responsibility for the results of their work.	
7.	My team understands there will be tension during high-stress periods and they don't take it personally.	
8.	My team's intentions are aligned to a common goal.	
9.	We honor and respect each person's individual contribution to the whole.	
10.	We offer and accept apologies without hesitation.	
TOTAL		
AVERAGE		



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COMMITMENT TO THE DETAILS RANKING

Rank each statement on a scale of one to five, with one being the least true and five being the truest. Total the scores then divide the total by 10.

NO.	Statement	True or False on a scale of 1 to 5
1.	I feel that I am heard and that my opinions are valued.	
2.	I have all the tools and resources necessary to do my best on a daily basis.	
3.	Management creates an environment where people want to do their best.	
4.	I feel comfortable and valued here.	
5.	I feel I am part of a team and I contribute to the company mission.	
6.	My team understands the importance of completing repetitive tasks with professional pride.	
7.	My team has a commitment to excellence on a daily basis.	
8.	I have no hesitation in asking for what I need from management to do a better job.	
9.	Our office space is organized, professional and oriented toward excellence.	
10.	My company's policies and procedures enable me to achieve excellence on a daily basis.	
TOTAL		
AVERAGE		



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Oh, What a Beautiful Mornin'

Music by Richard Rodgers, lyric by Oscar Hammerstein II
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ALL RIGHTS RESERVED.

There's a bright golden haze on the meadow,
There's a bright golden haze on the meadow,
The corn is as high as an elephant's eye,
An' it looks like its climbin' clear up to the sky.

Chorus:

Oh what a beautiful morning,
Oh what a beautiful day,
I've got a wonderful feeling,
Everything's going my way.

Repeat chorus

All the cattle are standing like statues,
All the cattle are standing like statues,
They don't turn their heads as they see me ride by.
But a little brown mav'rick is winking her eye.

Repeat chorus

All the sounds of the earth are like music,
All the sounds of the earth are like music,
The breeze is so busy it don't miss a tree,
And an ol' Weepin' Willer is laughin' at me.

Repeat chorus



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PERSONAL ACTION PLAN

Objective: To develop a personal action plan to apply the concepts you have learned in the Five Star Teamwork program on the job.

What do I need to do to become a more valuable team member?	
What can I do to better align the team goals to that of the organization?	
What actions can I take in my daily job to improve interactions with customers or coworkers?	
Which conflict resolution skills do I feel that I can immediately apply to difficult situations with my coworkers?	
Which daily details that I have direct control over need improvement? Which details do I feel the team needs to improve?	