

	Supervisors			Employees			GAP
	Yes	No	Not Sure	Yes	No	Not Sure	
<b>Gap Analysis – Discover the Root Cause of Conflict</b> Check the applicable answer to each question below							
<b>Organizational Structure</b>							
1. Does the organization have a clear mission? – Why the organization exists?							
2. Has the mission been communicated to all employees?							
3. Do employees agree/endorse/believe in the mission?							
4. Do employees know how his/her job contributes to the success of the mission?							
5. Do all employees know the future of the organization – where it is intended to grow or develop?							
6. Have the values of the organization been identified?							
7. Do all employees know when his/her work output is aligned with the values?							
8. Do all employees know when his/her work output is outside or in violation of the values established?							
9. Do you have an EEOC policy that is updated and communicated annually to employees?							
10. Do you have a “respect in the workplace” policy that is updated and communicated to employees and endorsed by upper management?							
<b>Process and Procedure</b>							
11. Do employees have the necessary tools and technology to do his/her job successfully?							
12. Do employees have access to information necessary to do his/her job successfully?							
13. Is there a team method for sharing information?							
14. Are standard operating procedures outlined in every area possible?							
15. Is the work flow clearly outlined and understood?							
16. Do all employees complete a comprehensive orientation during the first two weeks of employment?							

	Supervisors			Employees			GAP
	Yes	No	Not Sure	Yes	No	Not Sure	
17. Are lines of authority established so employees know who to go to for information?							
18. Are department or work goals established and communicated?							
19. Do all employees have clear and elevating goals which contribute to the department goals and organizational goals?							
20. Are measurements outlined for employees to know their progress and success of the goals?							
21. Is there a process for feedback in relation to goals set?							
22. Are employees aware of intangible rewards and incentives for achieving goals? Are they consistently applied?							
23. Are employees aware of tangible rewards and incentives for achieving goals? Are they consistently applied?							
24. Are there plans/programs/rituals in place to celebrate the attainment of department and individual goals?							
25. Is there a program for employee development?							
26. Is there a step by step process for solving problems?							
27. Do you have an employee complaint procedure?							
28. Does the department have a process for handling conflict?							
29. Does each position have an updated position description or outline of Roles and Responsibilities?							
30. Have the skills necessary for each position been identified?							
31. Has each job been analyzed for corresponding competency needs?							
32. Is there an established process for recruiting and hiring the right skill and competency set for each position?							
33. Do you have a compensation program throughout your organization?							
34. Do you have a career planning program and process in place?							

	Supervisors			Employees			Gap
	Yes	No	Not Sure	Yes	No	Not Sure	
<b>Relationships</b>							
35. Do employees receive information from management about their performance? Do they have a feeling of support from the top?							
36. Do employees feel involved in group decision making.							
37. Do group members feel they can disagree without retribution?							
38. Can group members openly share differences of opinion?							
39. Are individuals challenged and able to use his/her skill set by the tasks assigned in the job?							
40. Do employees feel they "own" their whole piece of work or clearly understand their specific contribution to the whole?							
41. Are tasks that are assigned understood and agreed upon?							
42. Is it evident that tasks assigned are important to the success of the group?							
43. Is it evident that tasks assigned fully utilize the talents of the team members?							
44. Have expectations of employees been clearly identified?							
45. Have expectations of supervisors been clearly identified?							
46. Has common agreement been developed between supervisors and employees regarding expectations?							
47. Do employees know the consequences for poor performance?							
48. Do your employees understand your corrective action policy?							
49. Do your employees understand the termination process and policy?							
50. Do employees understand what it takes to get an increase and how much and why?							