

BASIC SKILLS OBSERVATIONS

Please give your observations of the employees you supervise. We've been trying to improve the basic skills of the workforce. Think of the workers you supervise as a group.

Please give us your reactions on the following statements by circling 1, 2 or 3 based on your level of agreement with 3 being the highest. If you are unsure of the statement. Please circle 4. If the statement does not apply to you, please circle 5. Also, any specific examples you have related to each statement would be very helpful, use the back of these sheets if you need more space. There are 22 statements that should take about 10 minutes to complete.

| A. BASIC SKILLS | DISAGREE | PARTLY AGREE | AGREE | UNSURE | DOESN'T APPLY |
|---|----------|-----------------|-------|--------|------------------|
| 1. The workers read well. | 1 | 2 | 3 | 4 | 5 |
| Example _____ _____ | | | | | |
| 2. The employees are good listeners. | 1 | 2 | 3 | 4 | 5 |
| Example _____ _____ | | | | | |
| 3. Workers write and spell accurately. | 1 | 2 | 3 | 4 | 5 |
| Example _____ _____ | | | | | |
| 4. The workers are comfortable with computer. | 1 | 2 | 3 | 4 | 5 |
| Example _____ _____ | | | | | |
| 5. Workers do math effectively. | 1 | 2 | 3 | 4 | 5 |
| Example _____ _____ | | | | | |
| 6. Overall, workers communicate well. | 1 | 2 | 3 | 4 | 5 |
| Example _____ _____ | | | | | |

Any additional observations related to how training could assist workers in improving their basic skills?



| B. INTERPERSONAL SKILLS | DISAGREE | PARTLY AGREE | AGREE | UNSURE | DOESN'T APPLY |
|-------------------------|----------|-----------------|-------|--------|------------------|
|-------------------------|----------|-----------------|-------|--------|------------------|

| | | | | | |
|--|---|---|---|---|---|
| 1. The workers are interested in learning. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|--|---|---|---|---|---|
| 2. Workers understand the importance of the customers to our business. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|----------------------------------|---|---|---|---|---|
| 3. The workers show initiatives. | 1 | 2 | 3 | 4 | 5 |
|----------------------------------|---|---|---|---|---|

Example _____

| | | | | | |
|--|---|---|---|---|---|
| 4. Co-workers relate easily to their co-workers. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|---|---|---|---|---|---|
| 5. Workers assume responsible for their work. | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|

Example _____

| | | | | | |
|--|---|---|---|---|---|
| 6. Workers are good at follow-through. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|------------------------------------|---|---|---|---|---|
| 7. The workers work well in teams. | 1 | 2 | 3 | 4 | 5 |
|------------------------------------|---|---|---|---|---|

Example _____

| | | | | | |
|---|---|---|---|---|---|
| 8. Overall, workers appear confident at work. | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|

Example _____

Anything else to add about how your workers interpersonal skills could be improved??

| C. WORKPLACE ABILITIES | DISAGREE | PARTLY AGREE | AGREE | UNSURE | DOESN'T APPLY |
|------------------------|----------|-----------------|-------|--------|------------------|
|------------------------|----------|-----------------|-------|--------|------------------|

| | | | | | |
|--|---|---|---|---|---|
| 1. Workers are accurate in their job duties. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|--|---|---|---|---|---|
| 2. Workers make effective use of time. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|--|---|---|---|---|---|
| 3. Our workers are good problem-solvers. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|---|---|---|---|---|---|
| 4. Workers appear to be connected to the company's goals. | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|

Example _____

| | | | | | |
|---|---|---|---|---|---|
| 5. Workers seem in control of their jobs. | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|

Example _____

| | | | | | |
|-------------------------------------|---|---|---|---|---|
| 6. Worker attendance is acceptable. | 1 | 2 | 3 | 4 | 5 |
|-------------------------------------|---|---|---|---|---|

Example _____

| | | | | | |
|--|---|---|---|---|---|
| 7. Workers are able to adapt to work situations. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

| | | | | | |
|--|---|---|---|---|---|
| 8. Our workers are good decision-makers. | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|

Example _____

Any additional observations you have about the quality of the workforce are welcome.

Please tell us anything else about how the training has helped you at work.

Please tell us ways the training has helped you away from work.

Feel free to add any other comments you like. Thank you for your input.
