

Assessing Your Firm's Sensitivity to Operations

Indicate whether you agree or disagree with each of the following statements about your work unit, department, or organization.

1. On a day-to-day basis, there is always someone who is paying attention to what is happening.

Agree/Disagree

2. Should problems occur, someone with the authority to act is always accessible to people on the front lines.

Agree/Disagree

3. Supervisors readily pitch in whenever necessary.

Agree/Disagree

4. People have discretion to resolve unexpected problems as they arise.

Agree/Disagree

5. During an average day, people interact often enough to build a clear picture of the current situation.

Agree/Disagree

6. People are always looking for feedback about things that aren't going right.

Agree/Disagree

7. People are familiar with operations beyond their own job.

Agree/Disagree

8. We have access to a variety of resources whenever unexpected surprises crop up.

Agree/Disagree

9. Managers constantly monitor workloads and reduce them when they become excessive.

Agree/Disagree

Scoring

Count the number of "agree" and "disagree" responses. The greater the number of "disagree" responses, the less the sensitivity to operations.

Use these questions to begin thinking of ways to improve your sensitivity to operations and capacity for mindfulness.