



St. Joseph County Regional Nursing Home Learning Collaborative

**“Encouraging the Heart” Self Assessment
by Kouzes and Posner**

1	2	3	4	5	6	7	8	9	10
Almost never	Rarely	Seldom	Once in a while	Sometimes	Fairly Often	Often	Usually	Very Often	Almost always
1. ___ I make certain we set a standard that motivates us to do better in the future than we are doing now. 2. ___ I express high expectations about what people are capable of accomplishing. 3. ___ I pay more attention to the positive things people do than to the negative. 4. ___ I personally acknowledge people for their contributions. 5. ___ I tell stories about the special achievements of the members of the team. 6. ___ I make sure that our group celebrates accomplishments together. 7. ___ I get personally involved when we recognize the achievements of others. 8. ___ I clearly communicate my standards to everyone on the team. 9. ___ I let people know that I have confidence in them. 10. ___ I spend a good deal of time listening to the needs and interests of other people. 11. ___ I personalize the recognition I give to another person. 12. ___ I find opportunities to let people know the <i>why</i> behind whatever we are doing.					13. ___ I hold special events to celebrate our successes. 14. ___ I show others, by example, how people should be recognized and rewarded. 15. ___ I make it a point to give people feedback on how they are performing against our agreed-upon standards. 16. ___ I express a positive and optimistic outlook even when times are tough. 17. ___ I get to know, at a personal level, the people with whom I work. 18. ___ I find creative ways to make my recognition of others unique and special. 19. ___ I recognize people more in public than in private for their exemplary performance. 20. ___ I find ways to make the workplace enjoyable and fun. 21. ___ I personally congratulate people for a job well done. ___ TOTAL (add together all the ratings above; the lowest possible rating you can have is 21, and the highest is 210)				