

Support manual for the employees regarding the EDP questionnaire

This manual provides as an assistance to your EDP and how to prepare yourself for the questions. It evolves around the standard EDP questionnaire, where all questions have a rating from 1-6 with 6 being the highest. All in all: Be honest! By being honest, you will contribute more positive to your organisation's values and your own development.

If your organisation has defined its own questionnaire, the following can still serve as an inspiration.

	DIRECTION AND MEANING	Employees can take this into consideration when preparing your EDP:
1	Do you like your job?	<ul style="list-style-type: none"> • Be nuanced: What do you particularly like and what not? • Reflect upon what can increase your job enjoyment. • Are there particular situations or people, who contribute positive or negative to how you feel about your job? • Use this to approach all your answers and scores: What can I as an employee do, what can colleagues do, and what can the manager do?
2	Is it clear to you what value we want to create as an organisation?	<ul style="list-style-type: none"> • What are the values? To know what they are is important, because then you can define your work tasks in the direction, you wish. You will also notice that your job makes more sense, which will make you thrive more in your job.
3	How proud are you of your workplace?	<ul style="list-style-type: none"> • In some organisations, they lack a culture in which their employees are proud of their job, which is a shame. When you are proud of your job, you will automatically have more energy in your job. • Do you proudly tell your acquaintances where you work? If so, that is a clear sign, that you are proud of your workplace, which will spread across your organisation. • Being proud of your workplace also means being more committed and wanting to be a part of the team making the mission work.
4	Are you in the right direction in relation to where you want to be in your worklife?	<ul style="list-style-type: none"> • Allow yourself to dream! • What tasks/functions do you dream of, and can that be fulfilled in your workplace? Do not shoot down your dreams even though you might be thinking, that is not realistic. • Be proactive in what needs to be done. What can you do and what can the organisation do?
5	Does your personal values harmonize with the values at your workplace?	<ul style="list-style-type: none"> • Is it easy for you to be true to the values of your organisation because you personally believe in them? • Have a good and open dialogue with your manager about where the values match and where they might not match. Then cover what you both can do about it.
6	Do you use your skills and your potential during the day?	<ul style="list-style-type: none"> • This is the golden question. It is easy to complain about cut downs in the department by 4-5 %. But what if it is true that your department only uses 65-70 % of the employees' skills? That means there is uncovered potential right in front of you. • Get a complete overview of which skills you as an employee possess and do not use in your job.

		<ul style="list-style-type: none"> • Be aware that there often will be 5-10 % that might not be possible to use in your department. However, start with the 15-20 %.
7	Do you experience that you contribute to the company's vision?	<ul style="list-style-type: none"> • To answer this, you must know the vision. • A low score might mean that you are not familiar with the company's vision, or maybe that you are familiar with it, but do not use it in your daily work.

	INVOLVEMENT	Employees can take this into consideration when preparing your EDP:
8	Do you feel valued and appreciated for who you are?	<ul style="list-style-type: none"> • Acknowledgement provides energy and makes you grow. • If you would like to be acknowledged more at your work, be honest and let your manager and colleagues know. Not everybody is aware of how important acknowledging others can be. • However, acknowledgement needs to be either founded in you being professional at your job or personal acknowledgement.
9	Do you contribute to others feeling seen and appreciated at your workplace?	<ul style="list-style-type: none"> • You know yourself how nice it feels to be acknowledged. • How to you contribute to an acknowledging culture at work? Be specific.
10	Do you have influence on your working conditions?	<ul style="list-style-type: none"> • Working conditions can be many things from working hours, when you perform which tasks, your physical working area etc. • Be honest if any changes in this category can make you thrive better. Mention possible solutions. • This is also a good opportunity to talk about which working conditions you yourself can control.
11	Are people listening to you and are respectful of the things you suggest?	<ul style="list-style-type: none"> • Do you feel comfortable making suggestions or expressing your opinion? • If yes, you can give a high score here, because you feel listened to. • Be specific both on the positive and negative side.
12	Do you have appropriate responsibility in your job?	<ul style="list-style-type: none"> • Everybody needs to be challenged. Maybe you are ready for new responsibilities or greater responsibilities within your current work area. • Challenge your manager to delegate or add on to your existing areas of responsibility. • On the other hand, it is also important that you let your manager know, if you do not feel right about some of your responsibilities.

	SKILLS	Employees can take this into consideration when preparing your EDP:
13	Do you feel well equipped to do your job?	<ul style="list-style-type: none"> • Be specific. Where do you feel well equipped and where do you not feel well equipped?

		<ul style="list-style-type: none"> • Create specific tasks together with your manager.
14	How would you rate the quality of your work? Consider what quality means at your company.	<ul style="list-style-type: none"> • It is quite important for you, your manager, and your organisation that you all have a common view of the necessary/wanted quality in handling of work tasks. • Do not hold back and be open as well as honest with your personal estimate of your work quality. Where is it best? Where could it improve? • Is there a gap between you and your manager's estimate? It needs to come forth, and steps need to be taken to find the balance.
15	Do you have the necessary skills to face the challenges of the future?	<ul style="list-style-type: none"> • It is important that you and your manager have quite the same view of the future. Where are we headed? What will that mean to our work and how we work? Which skills will that require? • Then you as an employee must speak up about how you see your work situation and your skills regarding the future. • Be prepared to create tasks regarding the future to create trustworthiness and hope for the view of the future.
16	Is there a balance between your work tasks and the resources available to you?	<ul style="list-style-type: none"> • It is hard, if not impossible, to have complete balance between tasks and time. Sometimes you may need to run a bit faster and sometimes you have the needed time. • Basically, there needs to be a balance between tasks and time. • If there is an unbalance here whether it is too many or too few tasks, it can potentially cause stress. • It is therefore important for you to be open if you have too much or too few tasks compared to the time available. Be specific about what you can do.
17	Do you feel that your work tasks are developing you?	<ul style="list-style-type: none"> • Development can be professional and personal, and both will give you a boost. • Ask for new or more tasks. If you have too many routine tasks, try to find solutions to that. • Give your own input to tasks.
18	Do you feel sufficiently challenged in your working life?	<ul style="list-style-type: none"> • Be open. Why? Why not? How much? What? With whom? • Bring your own input: Ideas or suggestions to other tasks that might be a good challenge? • Take this into consideration: <ul style="list-style-type: none"> - What has been your biggest achievement this year? - What made it possible (Who? Where? How? When?)? - What can you bring with you from this into the future?
19	Do you experience that you contribute to the main tasks of the organisation?	<ul style="list-style-type: none"> • Talk about what the main tasks of the organisation are and how you contribute to them both professionally and personally. • How can you contribute further?
20	Is what you can and do appreciated?	<ul style="list-style-type: none"> • We all know that the more your work is appreciated, the more you will make an effort. This applies both in our personal lives as well as at our work and appreciation makes us feel valued. • Be open if you feel a lack of appreciation. Be specific with examples.

		<ul style="list-style-type: none"> Are you good at acknowledging and appreciate what your colleagues and manager does?
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	RELATIONS	Employees can take this into consideration when preparing your EDP:
21	How good are you at building relationships within the department?	<ul style="list-style-type: none"> As an employee, it is also about seeing yourself and your daily work life in the light of what else is happening in the department with your colleagues. Do you want to - or have you had success with - creating relations across the department which have strengthened your workplace? Where? When? Who was a positive contributor? How can you use this elsewhere?
22	How well do you contribute to teamwork within the department?	<ul style="list-style-type: none"> How do you see yourself contributing to the teamwork in your department? Where? Why? Why not? How can you improve? Focus on your best teamwork experience. What can you take from that into the daily challenges? Focus on the necessity of teamwork. Be active with setting objectives for teamwork.
23	How good is the working relationship between colleagues in your department?	<ul style="list-style-type: none"> EDP is not a place for gossip! We recommend naming colleagues; however, it is of the utmost importance that the manager must act upon it. In that way it is possible to do something constructive instead of gossiping. Do not mention anything that you are not ready for to be acted upon.
24	Is there a good tone in the workplace?	<ul style="list-style-type: none"> Hurtful remarks, snapping at people, bad sense of humor, being funny at the expense of others. There are several examples of how NOT to have a respectful tone. How people talk to each other is a part of the workplace culture. It is important to maintain a good tone or act upon it, if the tone is bad. If you bring anything forth here, your manager must act upon it.
25	Are you involved in other people's work tasks, processes, and decisions?	<ul style="list-style-type: none"> Where and how do you reckon that you can contribute to the tasks of your colleagues? Be proactive and make yourself available. You might have knowledge or skills, that can benefit your colleagues.
26	How good are you at working with other departments?	<ul style="list-style-type: none"> The key to success for many organisations is the ability and willingness to work effortlessly across departments and professions. Be clear about what you need to focus on. Give specific examples of what you have contributed with across departments? Use the energy from a success to handle the opposite - a less successful experience - and make improvements.
27	Do you feel appreciated by your colleagues?	<ul style="list-style-type: none"> This is the key to understanding the daily cooperation in a department. Here you as an employee have a great responsibility to give open, honest, and relevant input to your manager. Otherwise,

		<p>they are left guessing.</p> <ul style="list-style-type: none"> • Be quite honest and think about if there are any places in the department, that can improve in acknowledging others.
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	CUSTOMERS/USERS/ CITIZENS	Employees can take this into consideration when preparing your EDP:
28	How good is your relationship with the customers/clients?	<ul style="list-style-type: none"> • Rest assured that to make yourself vulnerable through being open and honest is a strength. That way you can maintain focused and reflect on how you are with customers/citizens/users: What works well? What could improve? Who can help me? Where and how can I develop myself? Where to start? • Honesty and openness from both parts means that you can also invite your manager to be honest. Many managers might be afraid of being honest because they do not want to hurt you, but constructive honesty is a must. • An employee can easily be brought in a situation in which they feel that the customers are in the way. Here the manager must have a dialogue to create a better understanding to why we are here and what our mission is.
29	How well does the organisation handle relationships with customers?	<ul style="list-style-type: none"> • It will be valuable if you have a suggestion to how the organisation can have a good relationship with the customers. • Be prepared to mention specific examples, episodes, complaints etc. All in all, this can end up being a very positive dialogue. • The more specific you are, the easier it is to act upon which will benefit the organisation.
30	How would you rate the quality of the department's services?	<ul style="list-style-type: none"> • Question 14 regarded your own quality. Now it is the quality of the department. • Be very specific if possible. • Look ahead: What is needed to improve the quality over time? Both in the short run and long run? • What can you do? What can your colleagues do? What can your manager do?

	LEADERSHIP	Employees can take this into consideration when preparing your EDP:
31	How good is your manager at setting clear objectives for your department?	<ul style="list-style-type: none"> • EDP is an evaluation of the employee and the work effort of the employee throughout the year, as well as an evaluation of the manager and the work effort of the manager throughout the year. • The manager needs it, and the department needs it. • Therefore, be honest and constructive.
32	How good is your manager at setting clear objectives for you?	<ul style="list-style-type: none"> • To reach the goal, one must know what the goal is. • That is why it is important that you do not just say YES here. Ask your manager about the objectives they have especially if it is

		<p>unclear.</p> <ul style="list-style-type: none"> • There are two sides to this: What your manager has tried to define for you and what you have perceived.
33	Are these objectives part of your daily work?	<ul style="list-style-type: none"> • Visions and objectives are with some just a theme in a speech, which is not good enough. • Be specific in where these objectives might be lacking both for you and for the department.
34	Is your manager good at preparing the department for the future?	<ul style="list-style-type: none"> • Be very honest with your manager if there is anything they can do better to prepare for the future. • What can they do better? Where? To whom? When?
35	How good is your working relationship with your first line manager?	<ul style="list-style-type: none"> • Be very open and speak clearly and respectfully when giving advice. Do not skip this part. • Be open to help your manager by providing good advice for improvement.
36	Do you feel appreciated by your manager?	<ul style="list-style-type: none"> • Feeling appreciated is not a question about agreeing on something. • Feeling appreciated is about feeling being seen and listened to even when things do not turn out like you had recommended. • Step carefully and be nuanced and objective in your arguments.
37	How satisfied are you with the organisation's top management?	<ul style="list-style-type: none"> • Here is your opportunity to discuss the organisation's top management with your manager. • Be specific and have examples ready as well as ways to improve.

	RESULTS	Employees can take this into consideration when preparing your EDP:
38	Do you achieve objectives and sub-objectives during the day?	<ul style="list-style-type: none"> • For you to say YES to this, you need to have an objective or sub-objectives. What do you need to finish today and each day? • It is also about structure and prioritizing. When that is under control, you can spend your day efficiently. • Can you improve here? Are there days where you do not get to finish what you have set yourself up to finish? Why? What happened?
39	Do you see specific results of your work?	<ul style="list-style-type: none"> • Imagine a cathedral being built. Are you a part of building the cathedral or are you just cutting stones? • Seeing specific results of your work is very motivating. • It is management who needs to make a difference here, but you must be open and communicate where you see yourself on the score right now.

	LIFE PHASE	Employees can take this into consideration when preparing your EDP:
40	Are there conditions in your personal life that have an impact on your work?	<ul style="list-style-type: none"> • This is not about invading your privacy. • It is about potential private issues which can affect your work life. E.g., divorce, illness in the family, mental issues, or problems of abuse such as alcohol. Being open can benefit you. • Be very aware to create tasks here.

	ANNUAL FOCUS AREA	Employees can take this into consideration when preparing your EDP:
41	Discuss a focus area the department or organisation has selected for the year. This question can be deleted.	<ul style="list-style-type: none"> • Each department can define from year to year what the annual focus area is. This is announced prior to EDP starting.

	OTHER THINGS	Employees can take this into consideration when preparing your EDP:
42	Other topics you would like to discuss?	<ul style="list-style-type: none"> • If there are other things you would like to talk about, do it here.

With all the questions, the point is to give a rating with a score from 1 to 6. If you give a low score, make sure to be specific in your explanation to the low score and consider what it will take for you to give a higher score. We recommend tasks being made here by your manager.