



# Track changes – to fuel changes

Training and growth can be greatly satisfying for the individual.

Yet in a corporate setting, it **MUST** translate to results.

Therefore we must track progress, and use that data to fuel further growth.

An easy way to achieve this is using Gallup's Q12 questionnaire, also laid out in great detail in [Marcus Buckingham](#)'s book "First. break all the rules".

The 12 questions:

Question	1	2	3	4	5
1 I know what is expected of me at work					
2 I have the materials and equipment I need to do my work right					
3 At work, I have the opportunity to do what I do best every day					
4 In the last seven days, I have received recognition or praise for doing good work					
5 My supervisor, or someone at work seem to care about me as a person					
6 There is someone at work who encourages my development					
7 At work, my opinions seem to count					
8 The mission/purpose of my company make me feel my job is important					
9 My associates (fellow employees) are committed to doing quality work					
10 I have a best friend at work					
11 In the last six months, someone at work has talked to me about progress					
12 In the last year, I have had opportunities to learn and grow					

The fantastic research by the Gallup Organization means the score from the questionnaire correlates directly with performance.

For this reason, the WINGMAN program follow-up on these questions with:

1. What were you specifically thinking of when answering?
2. How can I help you to raise the score (towards 5)?

This gives concrete insights into the mind of you colleague, and question 2 yields you a list of action that if you do this, the score will be higher next time and in turn, performance will be higher, and you will be more successful.

Management made simple.

That's a habit worthy of your effort.

Stick with it