

Would you like
FRIES with that?



1:2 Data Collection
Anna Kaelin

COMPANY STRUCTURE

The flow of communication


Owners (5)




D.O. (1)



   **Supervisors (8)**   



                      
GMs (32)




Hourly Employees (~ 1,600)


1

INTERVIEW QUESTIONS

Conducted with Owner/Business Contact

These questions will be used for interviewing a member of the owner/leadership team. These questions will help to identify the main communication problems for the company and help establish the questions needing to be answered upon the conclusion of this project.

MAIN QUESTION: What is the biggest internal communication problem?

1. What is the communication structure of your company?
2. What is your line of command?
3. Are there ever crossed signals or mixed messaging?
4. What are the current lines of communication used?
5. Do you always follow the same procedure/communication line?
6. What are the biggest communication snags you see in the company?
 - a. What is your biggest complication?
7. What are the main subjects discussed between job titles?
8. How can I best help you to uncover communication problems?
 - a. What questions can I help to solve?



INTERVIEW QUESTIONS

Conducted with Director of Operations (D.O.)

These questions will be used for interviewing the Director of Operations (D.O). Being second in command, these questions will help to evaluate the communication chain, how it is working, and if there is a better way to relay information to the different branches of the company. They will help establish potential breakdowns in communication, and ways in which the communication within the company can be improved, and help to identify ways in which the leadership team can aid this position in the organization to best communicate with their teams.

Main Question: How can the Leadership Team best communicate with the branches in the company without causing mixed messaging and confusion?

1. What is your current understanding of the communication hierarchy?
 - a. How do you feel this current structure is working?
 - b. What is the STRONGEST aspect of communication within the company?
 - c. What is the WEAKEST aspect of communication within the company?

2. How do you currently get information about the company?
 - a. Is there a more/less effective way to receive this information?
 - b. How would you rate the owner's communication skills?
 - c. How do you prefer to get information about the company?

3. How do you feel about the information you receive?
 - a. Do you get mixed messages from working with all owners?
 - b. What is the best way to remedy any mixed signals?



4. What are the main subjects discussed between job titles? (Ex. Maintenance, hiring etc.)

5. When you receive information from the owners, how do you communicate that information to your teams (Supervisors, GMs, and Hourly Employees)?

6. Are there any issues in which you feel it appropriate for the owners to jump straight to communication with the Supervisors and GMs?
 - a. Should the same chain of command be followed in all situations?
 - b. Would this jump cause any confusion?
 - b. Would emailing and cc'ing all parties be a good solution?

7. Are there any issues in which you feel it appropriate for you (the D.O) jump straight to communication with the GMs and Hourly Employees?
 - a. Should the same chain of command be followed in all situations?
 - b. Would this jump cause any confusion?
 - c. Would emailing and cc'ing all parties be a good solution?

8. Is there anything the leadership can do to help you with your communication with Supervisors and GMs?

9. Do you have any suggestions for the company to help improve communication?



SURVEY QUESTIONS

Sent to Supervisors via online link

These questions will be sent to the Supervisors of the company. Being third in command, these questions will help to evaluate the communication chain, how it is working, and if there is a better way to relay information to the different branches of the company. This survey will help to identify how the leadership team can aid this branch of the organization to best receive information and communicate with their teams.

Main Question: How can the Leadership Team best communicate with the branches in the company without causing mixed messaging and confusion?

LINK TO SURVEY

Terms for this survey:

o **LEADERSHIP TEAM:** Owners and Director of Operations (positions about you)

1. Who is your direct report? (Multiple Choice)
2. Who provides you with the majority of your company information?
3. How do you CURRENTLY get information about the company?
4. How do you feel about the information you receive?
5. How do you PREFER to get information about the company?
6. When you receive information from the leadership team, how do you communicate that information to your direct reports? (GMs and hourly employees)?
7. Whom would you prefer to hear DIRECTLY from regarding these areas of business?
8. Are there any issues in which you feel it appropriate for the owners or D.O. to jump straight to communication with the GM's? (Check boxes)
9. Is there anything the leadership can do to help you with your communication with GMs?
10. Do you have any suggestions for the company to help improve communication?



