Humanized Self-Assessment & Scenarios

How Humanized Is Your Company?

Use this document as a tool to engage your team and co-workers in conversations about humanization. It includes the self-assessment below, as well as scenarios practiced by humanized companies.

Humanized Behavior Self-Assessment

Rate the 20 items below to discover how well your company is practicing humanization. Consider to what extent each behavior is practiced in your organization: always, sometimes, or never.

Humanized Behavior	Never	Sometimes	Always
1. Leaders seek out bottom-up feedback and use it.			
2. We give our people better lives.			
3. Leaders say, "I'm sorry," when they get it wrong.			
4. When we hire someone, we make a long-term commitment to them.			
5. We expect everyone, at every level, to openly discuss personal challenges.			
6. Supervisors are empowered to make decisions that are best for their people.			
7. It feels good to come to work each day.			
8. Employees freely approach and talk to leaders.			
9. Employees solve customer problems on the spot.			
10. We take care of our vendors.			
11. Everyone has each other's back.			
12. Working here has made me a better person.			
13. If a program negatively impacts our people, we fix it.			
14. We use our core values as the guiding force to make decisions.			
15. Leadership is very responsive to our needs.			

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	Humanized Behavior	Never	Sometimes	Always
16.	We have flexibility to apply our values, policies, and processes in a way that reflects each unique situation.			
17.	People are the purpose, and shareholder returns are the outcome, not the purpose.			
18.	Employees will go to great lengths to save our company.			
19.	We treat people how we want to be treated, in every situation.			
20.	My organization provides many opportunities for people to gather face-to-face.			

Results and Next Steps

1) For each behavior above:
   - If the behavior is **practiced never**, you're likely experiencing the negative consequences of dehumanization.
   - If the behavior is **practiced sometimes**, you're on the road to humanization. Find ways to do more of this behavior.
   - If it's **practiced always**, you're likely experiencing the rewards of humanization. Keep it up!

2) Engage in open, reflective conversations.
   - Share your findings with your team or co-workers.
   - Read and discuss the real humanized scenarios found in this document with others in your organization.

3) Identify next steps.
   - Learn about the Humanized Framework.
   - For help building a roadmap using the Humanized Framework, check out our offerings.

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Discussion Scenarios

After you rate the humanized behaviors, discuss the themes with your team or co-workers. Then, read and discuss the following scenarios that represent actual humanized organizations.

1) **Leaders and employees are "in it together."** People learn from each other how to work, make decisions, and apply processes. There's little need for anyone in the organization to "look over their shoulder."

2) **People trust that everyone in the organization is operating from a place of positive intent.** People treat others how they want to be treated, do the right thing in every situation, and leave each person or situation better than they found it. There's no backstabbing or throwing others under the bus.

3) **Profits are inevitable when people are the purpose.** Employees, vendors, suppliers, customers, and shareholders are not in competition with each other, nor are they squeezed for more short-term profit. People are not a means to an end or objectified to increase profits.

4) **Employees have the company's back, and the company has the employees' back – through good times and bad.** Employees save the day, again and again. The company rewards this behavior by building employee wealth and giving, rather than taking away.

5) **Leaders and employees are approachable, caring, and authentic.** This leads to a deep level of trust. People's personal, emotional, and business challenges are supported and solved – inside and outside of work. Managers and leaders don't expect people to leave their challenges at home or to solve them without help from the company.

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