USE THESE 99 QUESTIONS TO HELP ASSESS YOUR ORGANIZATIONAL CULTURE AND IDENTIFY PROBLEMS THAT MAY AFFECT YOUR ORGANIZATIONS CULTURE, MEMBER SATISFACTION, AND MORE...

1. Do you have a problem with members feeling overwhelmed and undersupported?
2. Do you have a problem with seasoned members checking out?
3. Do you have a problem with seasoned members who think they know it all?
4. Do you have a problem with leaders feeling stretched thin by their many responsibilities?
5. Do you have a problem with members refusing to get involved in professional associations or their communities?
6. Do you have a problem with members seeking leadership opportunities only in other organizations?
7. Do you have a problem with members who are in it for themselves or their resumes?
8. Do you have a problem with members who like to sit in the back and complain but never offer solutions?
9. Do you have a problem with members only wanting to engage socially and not with the organization's purpose?
10. Do you have a problem with low attendance at events or meetings?
11. Do you have a problem getting members to show up to events or meetings at all?
12. Do you have a problem getting members to sign up for, work, or volunteer for events?
13. Do you have a problem with members completing tasks or roles they signed up for?
14. Do you have a problem getting members to sign up for regional/national events?
15. Do you have a problem with attendance at community or external events?
16. Do you have a problem with cliques?
17. Do you have a problem with drama between members?
18. Do you have a problem with drama between you and other organizations?
19. Do you have a problem with drama with former members or leaders?
20. Do you have a problem coming up with creative ideas?
21. Do you have a problem with not following through on creative ideas?
22. Do you have a problem with members having the "we've always done it this way" mentality?
23. Do you have a problem with toxic members?
24. Do you have a problem with members leaving who didn't transition the next set of leaders on how to run the organization?
25. Do you have a problem with too many members who left during the pandemic, and now your membership isn't sustainable?
26. Do you have a problem with leadership roles and responsibilities not being clear?
27. Do you have a problem meeting national or industry-wide benchmarks of success?
28. Do you have a problem with feeling weighed down by the endless reports and forms due to your organization or leadership?
29. Do you have a problem with paying off your organization's debt?
30. Do you have a problem with not having the money you need to do things that are exciting and engaging?
31. Do you have a problem with not having the money you need to do things that are purposeful?
32. Do you have a problem with members not paying dues/fees on time?
33. Do you have a problem with dues/fees being affordable?
34. Do you have a problem with managing your budget?
35. Do you have a problem with fraud/embezzlement by past/current members?
36. Do you have a problem with fundraising?
37. Do you have a problem with being put on probation (or other punitive status) by your organization's governing body?
38. Do you have a problem with clients or volunteers staying engaged?
39. Do you have a problem with seasoned or former members who want the experience to remain the exact same as their own?
40. Do you have a problem with not feeling able to have difficult conversations as a group?

41. Do you have a problem with members not knowing or following organizational policies and procedures?
42. Do you have a problem with members who repeatedly violate policies and procedures?
43. Do you have a problem with getting consistent support internally from your members?
44. Do you have a problem with getting consistent support externally from your stakeholders?
45. Do you have a problem with leaders not knowing how to hold members accountable?
46. Do you have a problem with members not knowing how to hold leaders accountable?
47. Do you have a problem with planning out the year after it's halfway over?
48. Do you have a problem with meeting management?
49. Do you have a problem with event management?
50. Do you have a problem with leaders saying "no report" each week during meetings?
51. Do you have a problem with leaders feeling burned out?
52. Do you have a problem with keeping your space or storage space in good condition?
53. Do you have a problem with keeping your equipment or supplies in good condition?
54. Do you have a problem with roles or projects "starting over" after nonexistent transitions?
55. Do you have a problem with having to make everything mandatory?
56. Do you have a problem with hazing?
57. Do you have a problem with members having low social confidence and an inability to connect with other members?
58. Do you have a problem with members having low social confidence and an inability to connect with non-members, clients, or stakeholders?
59. Do you have a problem with members who have the ability to connect with others, but no desire to do so?
60. Do you have a problem with members who lack initiative?
61. Do you have a problem with members seeing the bigger picture and purpose?
62. Do you have a problem with members embarrassing the organization with their behavior?
63. Do you have a problem with holding members accountable for their behavior?
64. Do you have a problem with navigating negative outlooks from stakeholders or the community?
65. Do you have a problem with navigating your relationship with your regional/national leadership or governing body?
66. Do you have a problem with members not showing a sense of pride in the organization?
67. Do you have a problem with inconsistent communication?
68. Do you have a problem with a lack of professionalism?
69. Do you have a problem with people saying membership is too much of a time commitment?
70. Do you have a problem with members comparing your organization to other/bigger organizations?
71. Do you have a problem with members comparing your organization to previous organizations they have worked with?
72. Do you have a problem with mental health and wellness concerns impacting your members and a lack of support to help them through?
73. Do you have a problem with professional development issues impacting your members and a lack of support to help them through?
74. Do you have a problem with members not maintaining their requirements for membership?
75. Do you have a problem with members in different geographical locations being engaged or participating differently?
76. Do you have a problem with members physically accessing your organization or it's programs?

KARLI SHERMAN
SPEAKER | EDUCATOR | CONSULTANT

I'VE GOT 99 QUESTIONS

ASSESSING YOUR ORGANIZATIONAL CULTURE

77. Do you have a problem with leaders bullying members?
78. Do you have a problem with members bullying leaders?
79. Do you have a problem with new members not knowing what's expected of them?
80. Do you have a problem with expectations changing or fluctuating?
81. Do you have a problem navigating organizational politics?
82. Do you have a problem creating or maintaining a diverse membership?
83. Do you have a problem creating an organizational identity?
84. Do you have a problem navigating your relationship with vendors or other groups you do business with?
85. Do you have a problem with members who think being a niche organization limits the prospect pool?
86. Do you have a problem with not having specific membership selection criteria?
87. Do you have a problem with members who believe in outdated or overly selective membership criteria?
88. Do you have a problem with people not accepting your invitations to membership?
89. Do you have a problem with new members quitting?
90. Do you have a problem with seasoned members quitting?
91. Do you have a problem with members regularly talking/joking about quitting or threatening to resign?
92. Do you have a problem with members requesting special permissions or exceptions from requirements?
93. Do you have a problem with managing a bad reputation?
94. Do you have a problem with the news media or social media not writing positively about your organization?
95. Do you have a problem with getting social media engagement?
96. Do you have a problem with a lack of awareness or visibility of your organization?
97. Do you have a problem with members not following through or living up to their promises?
98. Do you have a problem with following through on what you promise prospective members?
99. Do you have a problem with (insert your problem here)?

THESE QUESTIONS COME FROM MY 2-PART BLOG POST "I'VE GOT 99 PROBLEMS AND ORGANIZATIONAL CULTURE IS ONE"

READ PART 1 HERE   READ PART 2 HERE

KARLI SHERMAN
SPEAKER | EDUCATOR | CONSULTANT