**Types of questions to evaluate a manager's performance**

**Open-ended questions**

These are questions that require an extensive or descriptive answer. Employees can't answer this type of question with a yes or no. Open-ended questions help to clarify the opinions of employees on a certain issue. For example, you may know employees dislike a manager's leadership style, but an open-ended question requires them to say what they dislike about it. Similarly, open-ended questions effectively obtain recommendations from employees about how an organization can improve its leadership. Here are some examples of open-ended questions:

1. What part of your manager's approach to leadership do you suggest they change?
2. What do you recommend your manager does to improve your working experience?
3. What is the best part of working with your manager?
4. What is your opinion of the relationship between your manager and the rest of your colleagues?
5. In what manner do you think your manager can show compassion for you and your colleagues?

### Likert scale questions

A Likert scale is a survey tool that measures people's opinions about a particular issue. It involves making a statement and asking people the extent to which they agree with it or their likelihood of taking action. Likert scales are effective for asking nuanced questions. For example, an employee may believe a manager is somewhat passionate. If you restrict that employee to a yes or no answer, they may pick no even though they don't mean it. A Likert scale allows them to pick more accurate answers like "fairly" or "slightly agree." Examples of Likert scale questions include:

1. My manager is passionate about their work and employees.
2. I feel safe expressing opinions to my manager.
3. My manager gives feedback in a clear and productive manner.
4. I find coming to work every day and making my contributions exciting.
5. My manager is considerate of our schedules and doesn't overburden us with work.

### Yes or no questions

Experts also refer to yes or no questions as polar questions. These types of questions are best for addressing direct issues where people can only have one stance. For example, issues relating to a manager's leadership policy can be the subject of a yes or no question. To avoid affecting the accuracy of the data, organizations can include a third option called "unsure" or "I don't know" for employees who may not have an opinion on the matter. Here are some examples of yes or no questions:

1. Do you think your department needs a new manager?
2. Are you happy with the current leadership style of your manager?
3. Do you feel satisfied with your current work schedule?
4. Are you happy with the welfare benefits your manager offers?
5. Are you likely to recommend your manager for another leadership position?