

1. (100 words) If you could only pick one value to focus your organization's culture around, what would it be? Why? What organizational structure would you put in place to support that value?

2. In preparation for the next class, design a questionnaire (minimum of 12 questions) to measure ONE of the following constructs:

- employee engagement
- customer satisfaction
- employee likelihood of leaving the organization
- employee opinion of the organization
- employee opinion of supervisor

Develop relevant and reliable questions to measure the construct.