



culture**monkey**

# 15 Questions to Spot Banking Workforce Communication Challenges

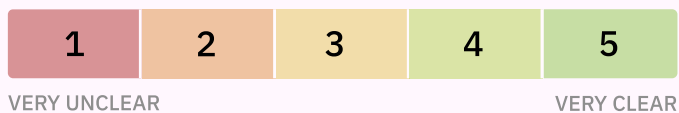
Designed for banking leaders and HR teams, these questions help measure banking workforce communication challenges.



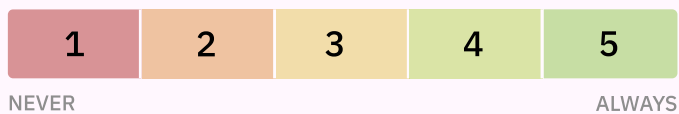
Measuring banking workforce communication challenges means looking beyond KPIs and compliance checklists to understand how people actually experience day-to-day work.

These questions capture clarity, trust, responsiveness, and support, helping leaders spot gaps early, strengthen morale, reduce churn, and keep banking teams aligned under pressure.

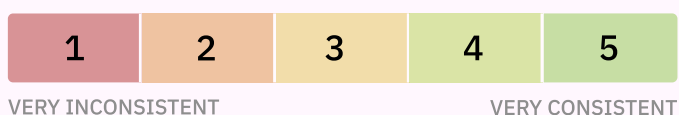
1. How clear are the updates you receive about daily priorities and changes?



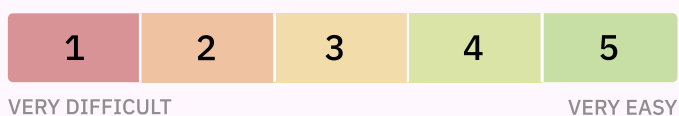
2. How often do you have the information you need to serve customers confidently?



3. How consistent are handovers between shifts, branches, or coverage teams?



4. How easy is it to know who owns a decision or the next step when issues arise?



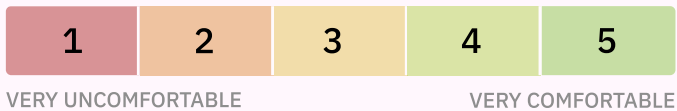
5. How often do last-minute changes catch you by surprise?



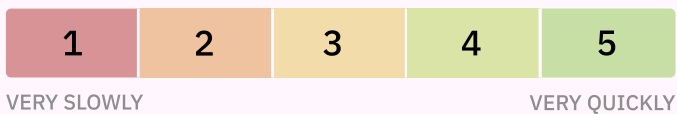
6. How clearly are reasons explained when policies or priorities change?



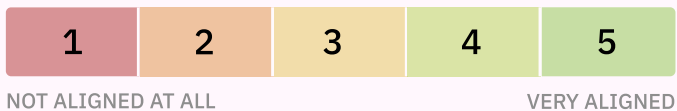
7. How comfortable do you feel raising concerns before they escalate?



8. How quickly do questions or issues raised by teams receive a response?



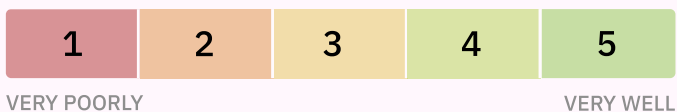
9. How aligned do different teams feel when working toward shared goals?



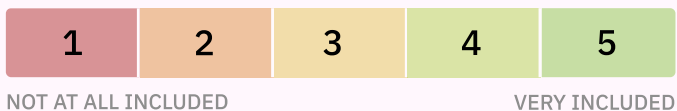
10. How often do you receive conflicting instructions from different managers or systems?



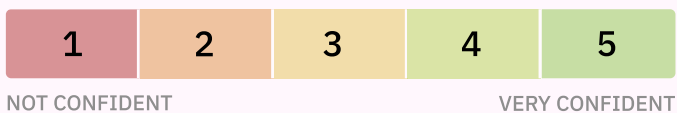
11. How well do internal updates reflect what is actually happening on the ground?



12. How included do you feel in decisions that affect your daily work?



13. How confident are you that leadership understands frontline or branch constraints?



14. How clearly are expectations communicated during audits, incidents, or peak periods?

1	2	3	4	5
VERY UNCLEAR			VERY CLEAR	

15. How likely are you to still be working here 12 months from now?

1	2	3	4	5
VERY UNLIKELY			VERY LIKELY	