

# THE 3A'S OF PUBLIC LIFE

## Self-Assessment Questions

**Purpose:** To measure individual progress in Authority, Authenticity and Accountability.

**Directions:** Please respond to the following 20 statements in terms of your personal work.

Rate the questions use this rating scale:

### The Harwood Rating Scale

Rating	What it means
We've Got It	We feel good about saying we've got this factor.
Real Progress	We're steadily improving and moving in the right direction. Still room for improvement.
Starting to Improve	We're beginning to demonstrate genuine effort. Things are starting to get better.
Lip Service	We're talking a good game, but our actions are not in line with what we're saying.
Business as Usual	We haven't changed at all—it's "business as usual."
Not Applicable	This factor is either not relevant to our work or not on our radar.

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## Self-Assessment Questions: Authority

Rate yourself for each question below in terms of your personal work.

	We've Got It	Real Progress	Starting to Improve	Lip Service	Business as Usual	Not Applicable
We hold deep knowledge about the community: we understand people, their lives, where they live, and their aspirations and concerns.						
Our internal conversations reflect a deep knowledge of the community.						
We actively apply knowledge of the community in making internal decisions and working with external partners.						
We design and implement our programs based on a deep understanding of the community.						
People outside the organization would describe us as operating as part of the community rather than apart from it.						

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## Self-Assessment Questions: Authenticity

Rate yourself for each question below in terms of your personal work.

	We've Got It	Real Progress	Starting to Improve	Lip Service	Business as Usual	Not Applicable
What we say and do rings true to people in the community.						
People in the community believe we have the community's best interests at heart.						
We see and treat people as community residents, rather than mostly as donors or members.						
We exercise a sense of affection for the community in our daily operations and work.						
Our work reflects the wholeness of the community, capturing the different perspectives, ambiguities and tensions that exist.						
If you asked people in the community, they would say our words and actions reflect the reality of people's lives in the community.						
We have created ways to deeply listen to the community in an ongoing way.						

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## Self-Assessment Questions: Accountability

Rate yourself for each question below in terms of your personal work.

	We've Got It	Real Progress	Starting to Improve	Lip Service	Business as Usual	Not Applicable
We are focused on pursuing actions that are meaningful for people and we are careful to avoid window-dressing.						
We set realistic expectations about the potential impact of our work in what we promise to people in the community.						
We don't do things just because they sound good; we are focused on what will make a real difference in improving our community's civic health.						
We have a culture open to learning about the community and we account for what we learn in our daily work.						
We know the role we want to play in the community – it's clear internally and to those outside the organization.						
We regularly take stock of our pledges and promises to the community whether we are fulfilling them.						
We clearly work from the assumption that community change unfolds over time and our work reflects that understanding.						
In working in the community, we actively seek to build on what came before and create a foundation for what might follow.						

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## Small Group Discussion

1. Looking at the 3 A's Self-Assessment Questions, what key concepts jumped out at you? Why those?

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2. What are the implications of the 3 A's for how you work in the community?

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## NOTES

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