Workgroup Emotional Climate Scale

Date: _____ Name: _____

These questions relate to the way that your team worked together on this shift and the feelings that the team members experienced.

On a 7-point scale, with 1 being completely disagree and 7 being completely agree, please indicate how the team was today.

This team had fun together today

1	2	3	4	5	6	7
Completely disagree						Completely agree

Today this team was enthusiastic towards their work

1	2	3	4	5	6	7
Completely disagree						Completely agree

This team was frustrated in their work this shift

1	2	3	4	5	6	7
Completely disagree						Completely agree

This particular team liked each other today

1	2	3	4	5	6	7
Completely disagree						Completely agree

Today the team was unhappy with their work

1	2	3	4	5	6	7
Completely disagree						Completely agree

CITATION:
Härtel, C. E. J., Gough, H., & Härtel, G.F. (2006). Service Provider's Use of Emotional Competencies and Perceived Workgroup Emotional Climate Predict Customer and Provider Satisfaction with Service Encounters. *International Journal of Work Organisation and Emotion*, 1(3), 232-254.

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