LEADERSHIP FRAMEWORK

2023 EDITION

STRAND 1 Systems

STRAND 2 Communication

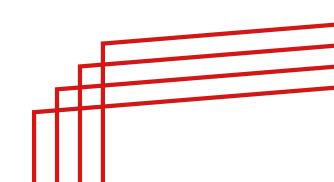### STRAND 3 Coaching and Accountability

STRAND 1 Systems

Leader designs foundational team systems and common expectations to ensure alignment and clarity.

LEADER ACTIONS

1. Design an organizational or team vision to paint a picture of future success for both team members and partners.

2. Create organizational or team core values as a road map for leader and team member mindsets, actions, and interactions.

3. Use historical and current data to design yearly goals/KPIs to increase productivity and drive results.

4. Create an organizational chart that details roles, responsibilities, and team relationships to ensure clarity and eliminate confusion.

5. Create standard operating procedures for transactional workplace processes (hiring, onboarding, PTO, etc.).

6. Create and follow a weekly calendar that includes all goal-impacting and role-critical leader actions.

7. Ensure team members utilize, maintain, and share updated and uniform individual calendars, tools for project management, and a common tool for synchronous communication.

Mindset: The Little Things Are The Big Things

STRAND **2** Communication

Leader proactively and consistently works to streamline communication, gather employee feedback, and bring team members together to ensure all stakeholders have the pertinent team and individual information needed for successful execution.

LEADER ACTIONS

1. Send a weekly email to team members each Monday with all content explicitly connected to vision, core values, and goals. Include shout-outs, key reminders, and a mini-calendar of high-impact events.

2. Routinely and informally check in with team members to build positive relationships, reinforce expectations, solicit informal feedback, and ensure basic work needs are met.

3. Set and communicate precise expectations and deadlines in a timely and professional manner so team members can produce their very best work.

4. Run weekly all-team huddles to share logistics and reminders about current foci and to set the tone for the week ahead.

5. Run agenda-driven weekly leadership team meetings to team-build, assess progress toward goals, and problem-solve.

6. Lead recurring all-team meetings to celebrate success, highlight growth opportunities, and build a sense of community among team members.

7. Host weekly leader office hours during which team members can schedule time to ask questions or discuss issues that have arisen.

8. Engage the team in quarterly retreats to pause, reflect, and reinforce vision, values, and goal-impacting work.

9. Schedule and conduct anonymous surveys to gauge employee satisfaction (support, leadership, direction, workload, communication, pay, etc.).

Mindset: Impeccable Clarity is My Responsibility

STRAND **3** Coaching & Accountability

Leader observes team performance and holds the team accountable for the high-level execution of their roles and embodiment of team values. Leader ensures all team members are developed in their collective and individual areas of need.

LEADER ACTIONS

1. Ensure all team members are observed on the job and provided with both recognition and focused, skill-based, measurable verbal feedback aligned to team values, standard operating procedures, and their roles and responsibilities.

2. Lead regular 1:1 coaching meetings with direct reports that focus on checking in around previous deliverables and improving skill around consistently executing roles and responsibilities.

3. Formally evaluate team members bi-annually on their embodiment of values, progress to goals, and the execution of their responsibilities.

4. Track weekly and monthly goals/KPIs and design and deliver proactive and responsive trainings, workshops, and/or goal-setting sessions to address team-wide performance, productivity, and customer relation trends.

5. Engage team members in direct and urgent conversations to address misses in embodying team values or subpar performance.

Mindset: Execution is Everything

*All Strand 2 and Strand 3 meetings must start and end on time to respect and honor team member schedules and previous commitments.

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