



Listener Quiz – Org Design & Job Responsibilities

In today's organizations we have stripped out layers of management and in some cases, given team leadership responsibility to professionals and administrative roles alike. In answering this Quiz use:
Yes No Somewhat

Q 1 – Considering the evolving demands of your clients and changes in your industry... is your organization structure designed “from the customer – back”?

I.e. – have you considered the key client service and/or product sales and distribution channels first, then designed everything in your organization to support this?

Q 2 – When was the last time you pulled together your direct report team, and clarified different roles, expectations and mutual support requirements? If you brought your team together today and asked them to describe each other's jobs/deliverables – could they do it?

Q 3 – Throughout your organization, does each person have an up-to-date job description and performance plan so that they clearly understand:

- Performance Expectations – project/monthly/quarterly/annually?
- Responsibilities – professional - innovation
 - inter-team
 - advancement towards goals
- Accountability – regular reporting or feedback
 - monthly/quarterly
 - inter-team
 - to Sr. Management and Board?

Q 4 – When people get promoted to a new management level:
Supervisor Manager Director Vice-President C-Suite

Do you ensure that the person understands the new and different level of:
Performance, Accountability, Responsibility expected?

Q 5 – Are your organization's Job Titles clearly descriptive of what people do/deliver?
Can other people internally understand what the title means and how they might interact with them?

Can external client, professional colleagues and public understand what your job title means and the ‘value’ you might provide to them?