Acts Solutions

Three Critical Questions Effective Leaders Ask to Get Results That Matter

Three Critical Questions

Organizations, both businesses and non-profits, are living entities. They are either healthy or unhealthy. And just as our bodies have key organs and systems that are critical to our overall well-being, so does your organization.

Here are three questions that effective leaders consistently ask along with 20 evaluative statements that help you assess the current health of your organization.

Question #1: Do our people have raw clarity about who we are and how we will succeed?

Please assess the following statements by checking the appropriate box.

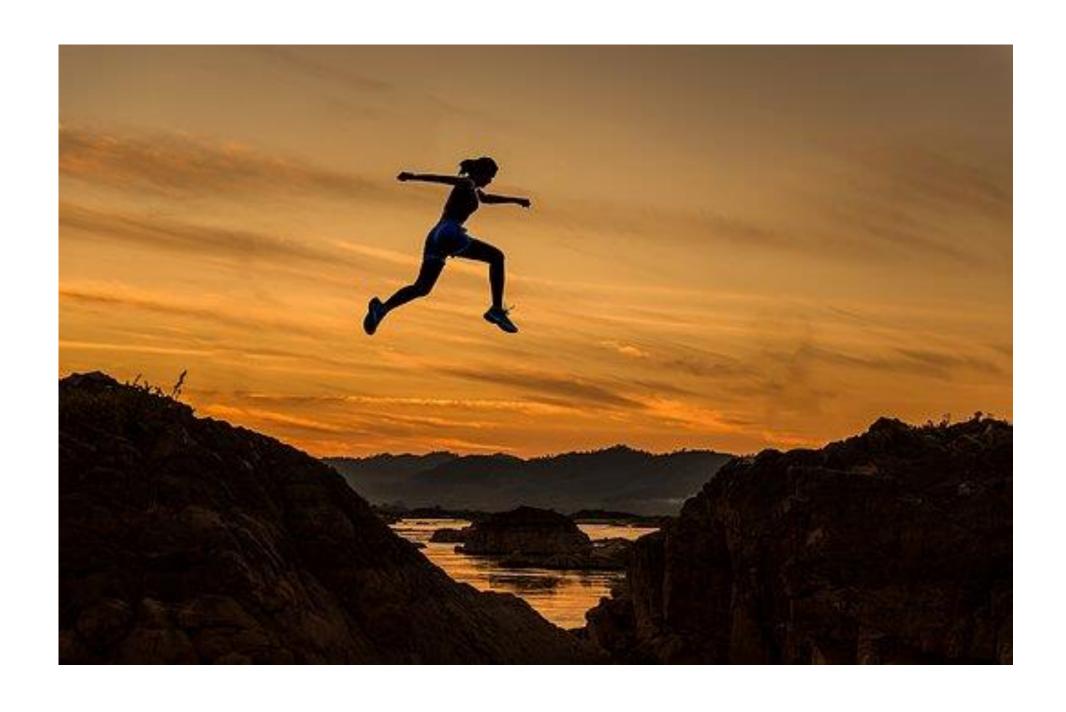|	Yes	No	Don't Know
1. Our vision makes our employees feel that their job is important.	☐	☐	☐
2. We have clearly defined values that inform decisions across the organization.	☐	☐	☐
3. We know exactly what we do best.	☐	☐	☐
4. Our leadership team agrees on what's most important to do right now.	☐	☐	☐
5. We have the right people doing what they do best.	☐	☐	☐
6. Our employees clearly understand what success in their work looks like.	☐	☐	☐
7. Our people believe we are invested in their development.	☐	☐	☐

Question #2: Is our process clearly outlined, continuously improving, and raising our efficiency?

Please assess the following statements by checking the appropriate box.

	Yes	No	Don't Know
1. We leverage Microsoft Teams and all of its features.	☐	☐	☐
2. Our people have the resources and support they need to do their work well.	☐	☐	☐
3. Communication is clear and consistent throughout our organization.	☐	☐	☐
4. Our teams identify and solve impediments quickly.	☐	☐	☐
5. Our meetings have clear agendas and result in clear next steps.	☐	☐	☐
6. We systematically measure the most important things.	☐	☐	☐
7. Our processes are documented and adjusted on a regular basis.	☐	☐	☐

Question #3: Does our technology support our people, facilitate our operations, and maximize our ROI?

Please assess the following statements by checking the appropriate box.

	Yes	No	Don't Know
1. We do not use spreadsheets to facilitate one or more day-to-day processes.	☐	☐	☐
2. All our software has been updated in the past 36 months.	☐	☐	☐
3. No process exists that leverages paper as its primary means to be completed.	☐	☐	☐
4. All software has documentation that can be referenced at any time.	☐	☐	☐
5. Our technology leverages cloud-based solutions.	☐	☐	☐
6. The IT teams is capable of handling all of our organization's IT needs.	☐	☐	☐

Next Steps

1. Celebrate the items marked "Yes." Show appreciation to the people and teams who are executing in those areas.

2. Look at the items answered "No." Gather the appropriate team to assess and prioritize those items.

3. Starting with the first priority ask these questions:
   a) What's most important right now?
   b) Who must do what?
   c) When will it be done?

4. Ask these same questions for each prioritized item. Then begin to systematically execute to improve in these areas.

5. Contact Acts Solutions if you need a partner to help overcome any of these challenges. (cfernandez@theactssolutions.com)

Acts Solutions

We deliver results that matter!