

HOW TO CLARIFY ROLES + RESPONSIBILITIES

an executive quick guide

roles + responsibilities

The Challenge

Ensuring everyone knows what they are supposed to be doing and is spending time on the right priorities.

What causes it? The short answer is company growth. Initially, companies start out with more roles than people. While this continues to be an important strategy for small/medium size businesses, those multiple hats can change when more people are added to the mix.

You know it when you see it: Frustration from not getting the results that you expect from a particular person or position is a sign that person may not clearly understand their role. Regular turnover in a position is another indicator that expectations need to be more clearly defined to hire and train the right person for the role.

Assess your company...

- My people know exactly what I want from them, but they are not doing it.*
- We all wear multiple hats, but now it is time to clarify who is supposed to do what.*
- Some of my employees spend too much time on tasks that are not important.*

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Recommendation

Define the specific roles and responsibilities of each position with as much clarity as possible.

We recommend engaging the best people in each role to detail and document in writing:

- Major areas of focus for the position
- Tasks and duties that make up each focus area
- Expectations for performance success
- Proper time allocation
- Best practices and improvements

This document can then be easily used as a foundation for training, coaching and managing the performance of anyone in this position.

The EXCELERANT Option



The Position Success Map (PSM) is created through a process facilitated by EXCELERANT together with the person, or best people, in the position, as well as their manager.

This document determines how successful performance will be measured, divides a role into its major Focus Areas and lists the specific duties that make up each Focus Area.

EXCELERANT has created hundreds of Position Success Maps for all levels and types of positions.

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KEY POSITION <i>Identify the key positions in your company</i>			
PROBLEM <i>or</i> GOAL			
WHO <i>is the best person/ people to define the role?</i>			



EXCELERANT[®]

For the people side of your business.

About EXCELERANT

EXCELERANT works within companies to develop people-related practices in a pragmatic way that fits the company's unique culture, respects their expertise and helps to keep the focus on business as the company continues to grow.

EXCELERANT has experience supporting successful companies across industries in various areas of company development, leadership training and coaching, meeting facilitation, and human resources solutions.

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For the EXCELERANT experience, visit www.EXEXP.com