Strategic Support for SoCalGas Leaders

This tool can assist you in providing more strategic support to your client leaders.

Name: _____ **Organization:** _____

Instructions:

1. Before or during your client discussions, determine the appropriate Areas of Focus.
2. Ask your clients the Reflective Items within the designated Areas of Focus.
3. Provide a rating for each Reflective Item you discuss with your client.
4. Identify patterns or themes based on the Areas of Focus and rating scales.
5. Work with your client leader to determine the best Opportunities.

Areas of Focus	Reflective Items	Rating 1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, 5-Strongly Agree	Opportunities For any items that the leaders did not rate 4 or 5, please assist them in identifying what they think needs to happen for them to rate those items higher. We will encourage leaders to think of solutions that are within their control or span of influence.
Priorities	• My team is aware of the top goals / priorities for the year.		
	• If priorities were to change, my team is empowered to remove things from their plate to accommodate the new priorities.		
	• My team is prepared to handle unexpected, urgent requests.		
	• My team is effective at managing their time.		
	• I am intentional about re-prioritizing my to-do lists each week, to match the top goals / priorities.		
Capabilities	• I am aware of each team member's full strengths, capabilities, skills and talents.		
	• Each member of my team is operating at his / her highest potential.		
People	• I have been explicitly clear with performance expectations for all direct reports.		
	• I engage in regular meetings with direct reports, in areas such as goal performance and key milestones.		
	• I have properly addressed employees with low performance.		
	• I have given proper recognition to high performers.		
	• I do not over or under utilize my team members.		
Processes	• Decision making processes within my team are effective.		
	• Our team members engage in effective communication.		
	• We have a regular cadence for team meetings.		
	• Team meetings assist us in reaching our top goals / priorities.		
Structure	• Our team structure is currently aligned to our top goals / priorities.		
	• Our organization's structure provides enough resources for each people leader, as well as an appropriate span of control.		
Self-Insight	• I am confident that my team can meet the goals and priorities for the year.		
	• The goals and priorities for the year are important to my team.		