



Let's Get Started

ACHIEVING THE IMPOSSIBLE

IN THIS GUIDE, I'LL GO OVER POINTED QUESTIONS
TO ENSURE YOU AND YOUR TEAM ARE SETUP TO
ACHIEVE LASTING IMPACT.





HI, I'M SHEILA


My superpower is translating impossible dreams into practical, achievable steps.

When it comes to solving the most complex problems, my philosophy is that every system is designed to produce the results it gets. Therefore I help leaders and teams design or realign systems to achieve the results they desire.

Sheila Phicil

LET'S DO IT!



A group of business professionals in a meeting, with their hands reaching towards several large wooden gears on a wooden table. The image is dimly lit, with a dark overlay, emphasizing the hands and the gears. The text is centered over the lower half of the image.

EVERY SYSTEM IS
PERFECTLY
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WHO THIS GUIDE IS FOR

This guide is for leaders or doers who are striving for big impact through their life's work.

If you want to leave a lasting legacy or make a mark that positions you for greater opportunity, this guide will help you think through the important questions to position you for success.



HOW TO USE THIS GUIDE

This guide is intended to spark new ideas and ways of thinking for you and your team.

The guide includes a series of questions to assess where you and your team are in each of the following domains:

- 1) Grounding in Equity
- 2) Designing Intelligent Operations
- 2) Unlocking Systems Innovation

Reflect on each of the questions. Where you struggle to find an answer can indicate an area you may need some guidance.

enjoy the process



01

GROUNDING
IN EQUITY

EXERCISE #1

Equity

Reflect on the questions below.

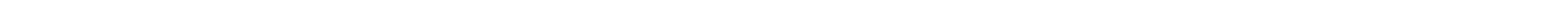
1. Do the people who hold power on your team and/or organization reflect the lived experience (e.g., race, gender, age) of the customers or community you intend to reach ?

2. Beyond mission and value statements, in what tangible ways are your team or organization demonstrating a commitment to equity?

3. Do you have clear mechanisms for the individuals or communities who are impacted by your work to influence, and ideally co-design, your initiatives with you?

4. Do you measure your results stratified by demographics? (e.g., race, gender, age, gender)

5. In what ways do senior leaders in your organization consistently communicate the strategic importance of equity in how your organizations/teams operate?



02

DESIGNING
INTELLIGENT
OPERATIONS

EXERCISE #2

Intelligent Operations: People

Reflect on the questions below.

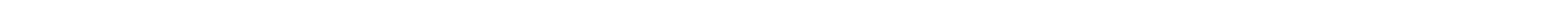
1. Are the roles and responsibilities clearly defined and acknowledged across all team members?

2. Does the management infrastructure support optimal performance? (e.g., clear reporting, reasonable staff to manager ratios, regular bi-directional feedback)

3. Are all team members adequately aware and engaged in how information flows and decisions are made in the organization (e.g., meeting structure, knowledge management)?

4. Do all team members understand and recognize how their individual role contributes to the goals and successes of the organization?

5. Is there succession planning for critical roles and are critical tasks clearly documented to ensure ease of knowledge transfer?



EXERCISE #3

Intelligent Operations: Technology

Reflect on the questions below.

1. What problem(s) is the technology meant to solve?

2. What features does the technology have to support how information moves across team members and with your clients?

3. How does the technology enable your organization to be nimble in response to changing needs or purposes?

4. Does the technology need to scale with the expansion or growth of the organization?

5. Can you describe how your team members and customers feel about the technology?



EXERCISE #4

Intelligent Operations: Workflows

Reflect on the questions below.

1. What performance metrics are in place to monitor and incentivize teams to adhere to workflows?

2. What is the critical path for your most important workflows? (Critical path is defined as the longest sequence of tasks that must be finished in order to complete a workflow)

3. How are individuals most impacted by workflows empowered to update and adopt workflows as the needs of the organization change?

4. How are deadlines/timelines for specific workflows or projects determined?

5. Describe the risks or vulnerabilities in your workflows? How do you plan to address these?



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02

UNLOCKING
SYSTEMS
INNOVATION

EXERCISE #5

Systems Innovation

Reflect on the questions below.

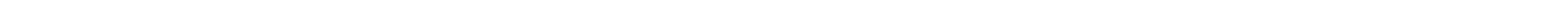
1. Describe the overall system that your team or organization operates within?

2. Describe how value and power moves among people and teams in your organization? (e.g., critical information, resource allocation, funding, exposure to senior management)

3. What are the identified and defined unintended outcomes (both good and bad) if your objectives are successfully met?

4. What are the key levers within your control that would radically accelerate your ability to meet your objectives?

5. What new or existing people/roles, technology or workflows would give you more leverage to increase your impact on the system?



THANK YOU FOR READING!

Want more insights?

VISIT MY WEBSITE TO BOOK A CALL

WWW.SHEILAPHICIL.COM

