



Quality
Business
Services

OQ LEADERSHIP SKILLS AUDIT

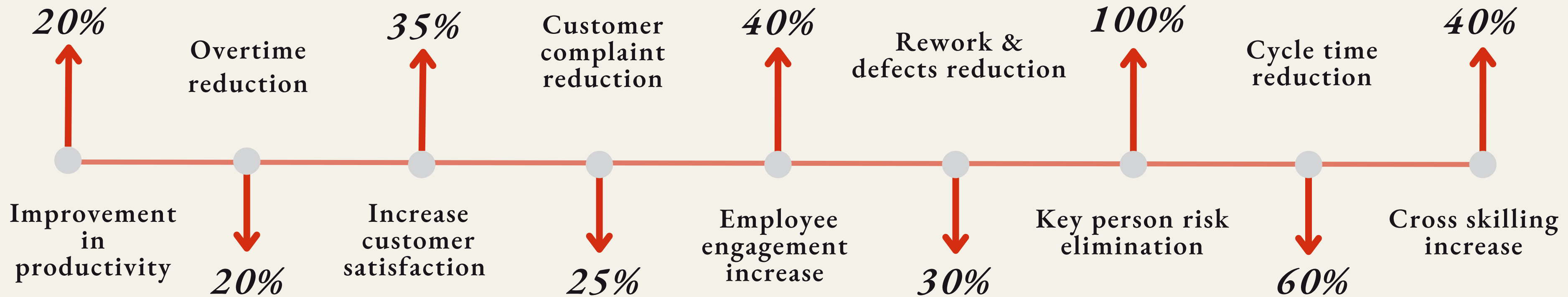
About us.

Here at Quality Business Services (QBS), we build leaders who proactively work with their teams, both in and on the business. We solve the OQ hard skills gap for managerial leaders with operational excellence programs that are university recognised.

With extensive experience in business leadership and process improvement, we understand the power of efficiency and continuous improvement. At QBS, our skilled facilitators, coaches, and consultants have years of management and business improvement expertise. We've been running programs since 2010 and can provide practical advice to maximise effectiveness of the program in your organisation.

We've worked across diverse industries, from transport to telecommunications, oil & gas to manufacturing, financial services to mining. Our hands-on, intensive approach ensures we tailor solutions to your unique challenges, driving tangible results.

Meaningful results.

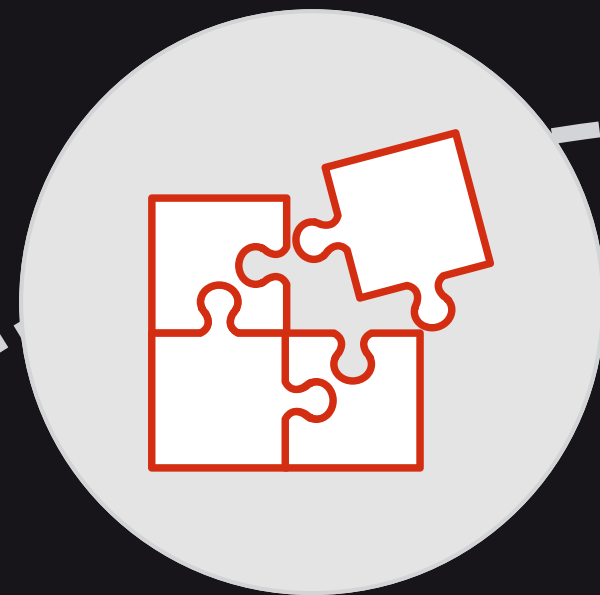


How we do things.

Equip your leaders with confidence and competence to work with their team, on and in the business.



Develop leaders who can anticipate, adapt and respond effectively to organisational challenges.



Reduced waste with collaborative systems thinking.



Reward your leaders with a university qualification.



So you suspect, or even know, that your leaders have some skill gaps.

- You've seen them make some bad decisions, or even no decisions!
- They seem to be constantly fighting fires
- There is no real progress in key areas such as engagement, productivity, customer satisfaction, cost management.
- Perhaps there are some big challenges coming and you doubt they will cope.

You find yourself having to step in too often which is exhausting. It isn't necessarily their fault. They could be deep technical experts who haven't transitioned to being a leader. Maybe previous leadership training, if they had some, hasn't translated to business results?

OQ LEADERSHIP SKILLS AUDIT

Let's run a quick OQ leadership skills audit. Together we will size up your leaders against the 20 skills using our easy 5 point scale, defined below, and total the score out of 100.

1 = None: No competence

2 = Foundation: Knowledge/awareness but no application of the skill

3 = Intermediate: Able to successfully apply skills with occasional supervision

4 = Advanced: Applies skills consistently without supervision; can coach others

5 = Expert: Continually improving application of skills; thought leaders and support others on how to improve

<i>Skill</i>	<i>What is it?</i>	<i>Why is it important?</i>	<i>Score (1 to 5)</i>
Nose in, fingers out	Asks insightful, relevant questions of their team and talks at them less	Leaders that ask good questions of their teams, encouraging them to think by not giving all the answers and to be accountable will outperform those that get in and do their team's jobs for them	
Translate annual goals into executable plans	Prepares a plan that clearly shows how a team is going to achieve its annual goals through the articulation of S.M.A.R.T. actions that can be clearly monitored and executed.	Leaders who are able to create executable plans can achieve their goals and drive progress within their organisation.	
Collaborates with staff to inform action plans & drive engagement	Engages regularly and authentically with your team members to learn where things are going wrong and why, which will lead to informed actions to address.	Leaders who prioritise engaging with their staff on understanding issues and their causes will make informed decisions, increasing engagement and business performance in their organization. Builds trust	
Responsive leaders know the critical few levers to pull to sustainably achieve metrics	Uses timely monitoring of business performance combined with cause and effect knowledge of the levers needed to achieve sustainable outcomes	Leaders who are responsive and know which actions to take can achieve desired outcomes and metrics	

<i>Skill</i>	<i>What is it?</i>	<i>Why is it important?</i>	<i>Score (1 to 5)</i>
Action oriented business acumen	Develops business knowledge and levers to continually improve decision making and associated actions	Leaders who develop acumen and are action oriented will make informed decisions and drive progress in their teams.	
Meet goals & reduce (manage) cost without peripheral damage	Anticipates and prevents unintended consequences and negative impacts when pursuing business goals and cost reduction.	Leaders who utilise systems thinking to develop strategies to achieve cost targets without causing negative impacts on other areas of their business will ensure sustainable growth.	
Reduce waste with collaborative systems thinking	Collaborates with peers, and upstream and downstream colleagues to improve and optimise the whole ecosystem rather than suboptimising the parts.	Leaders who foster a culture of collaboration and systems thinking can reduce waste and create efficiencies within their organisation.	
Outside-in thinking leads to satisfied, loyal customers	Walks in the shoes of the customer on a regular basis to identify and explore pain points then systematically addresses their causes whilst evaluating and managing the impacts.	Leaders who use outside-in thinking to prioritise both customer satisfaction and the impact on other areas of their business, through systems thinking, can create sustainable growth	
Internal implementation not outsourced opportunists	Takes responsibility for internally solving business challenges and learning from the experience	Leaders who own their business challenges and focus on internal implementation rather than outsourcing can build a more self-sufficient and efficient organization.	

<i>Skill</i>	<i>What is it?</i>	<i>Why is it important?</i>	<i>Score (1 to 5)</i>
Analytics not anecdotes	Decision-making and problem articulation is confidently supported by reliable data. Anecdotal stories are contained to creating emotive connections for change acceptance.	Leaders who prioritise using data and analytics over anecdotes and opinions can make more informed decisions and drive better outcomes.	
Anticipate and adapt	Plans ahead to identify what could happen and adapts as required, be it a negative or positive anticipated change	Proactive leaders who are able to anticipate and adapt to changes in their environment can ensure the continued success of their organization.	
Soft skills meet execution capability	Balances the need for both empathy and execution	Leaders who prioritise both soft skills (such as communication and empathy) and execution capability can be more effective in their roles and drive better outcomes.	
Achieve business growth through personal growth	Views personal and business challenges as an opportunity to learn, adapt and grow	Leaders who focus on personal growth can develop new skills and a growth mindset that can benefit their organisation as a whole	
Manage the patterns not the points	Identifies and appropriately manages systemic issues as distinct from one-off issues	Leaders who prioritise solving systemic issues rather than reacting to the latest data point or issue will be more effective.	
More time working 'in' the business leads to less time 'on' the business: Think differently	Operates with the optimum 'time horizon' balance for the role and allows team members to operate in their optimum 'time horizon'	Leaders are too often working in the business, micromanaging their people. Those who take a fresh perspective and address the many potential causes, will become more efficient and effective, allowing them to spend more time on working on the business and trusting their teams to do their jobs	

<i>Skill</i>	<i>What is it?</i>	<i>Why is it important?</i>	<i>Score (1 to 5)</i>
Systematic organisation, evaluation and improvement	Establishes sensible uniformity for a task or process then systematically measures and improves it through process thinking	By establishing a structured and organised approach to a task or process, you can more easily measure its effectiveness, identify areas for improvement, and ultimately optimise your workflow for greater efficiency and success	
Optimise solutions not problems	Identifies and systemically addresses root causes to a problem with a prevention focus	Leaders who understand the causes to problems are able to see a range of possible solutions that can be optimised using systems thinking and lead to sustainable prevention, rather than reacting to symptoms that will recur.	
Silent running trumps the squeaky wheel	Leads a culture that focuses on preventing risks and issues rather than rewarding crisis management	Leaders who prioritise and reward smooth efficient operation rather than a crisis culture full of squeaky wheels will progress further faster	
Examine the whole ecosystem for causes of poor business performance	Avoids a blame culture and focuses on addressing issues in the ecosystem	People don't come to work wanting to do a bad job - it is almost always due to the ecosystem around them and that is the leader's job - to work ON the ecosystem	
Great leaders proactively balance demand and capacity	Plans and actively manages both workload and resource time using a range of levers to achieve optimum results for the team and customer	Team productivity and engagement are impacted by the proactive management and measurement of the team's workload (demand) and their time (capacity). Successful leaders use a range of levers to solve imbalances which will deliver great customer outcomes with an engaged team	
			<i>Total</i>



RESULTS EVALUATION

If you have total scores under 70
OR
any skills with scores less than 2,
then there are areas to work on in your business.

Follow this link to book a 'Results Evaluation' call with QBS, and we will explore the variables of your unique situation and roadmap to solving these skills gaps.

[Book Your Call](#)