

EXECUTIVE Leadership Rounding

Introducing rounding the first time – talking points:

- CEO rounding is a key tactic to do a "pulse check" on the organization. You are key to carrying out our strategy and I want to make sure your voice doesn't go unheard.
- My goal is to round with each front line leader at least annually and more often in departments that have big initiatives going on. Some of the questions may seem uncomfortable for you to answer but without your direct and honest feedback, I cannot be the best CEO possible. Thank you for spending this time with me.

Rounding Questions:

1. (Start with a Positive!) - What is going well for you and for your department?
What is the favorite part of your job?
2. What is your biggest challenge and/or opportunity within your department?
3. I want to make sure you feel you are getting the information you need to do your work and not hearing about initiatives second hand. Do you feel organizational level information is being communicated effectively and promptly? Please give me some examples of how we can do a better job of this level of communication. Does your senior leader have time for you when you need them and do you find your accountability meetings with them valuable to help you accomplish your goals?
4. Have I communicated where the organization is going and what is critically important to our success? Do you feel I am approachable and available when you need me? What is one thing you would do differently in my role to make the CEO more effective as a leader?
5. Department Goal Review – action plan & metrics
6. If you could change one thing about our organization, what would it be?
7. Anything additional that you would like to ask or share with me?
8. (End on a Positive) - Is there anyone that I should recognize or write a thank you note to?