

Week 32

Build Ownership



8/10/26

Why it Matters: People are more likely to take ownership when they understand the outcome, why it matters, and how success will be measured. Clear priorities and meaningful KPIs give teams the information they need to make confident, aligned decisions without waiting for constant direction.

This Week's 1% Better Practice: Pick one priority and define one measure of success. Choose one important priority your team owns and ask: "How will we know if we're succeeding?" Write down one simple, meaningful measure and share it with the people closest to the work. Better yet, ask them whether it is the right measure and invite them to help refine it.

Applying It:

Choose One Priority. Identify one important priority, project, or outcome your team currently owns:

Connect it to the Purpose. Why does this matter? What larger goal, objective, customer need, or organizational priority does it support? _____

Define Success. Complete the sentence:

We will know we are succeeding when... _____

Identify One Meaningful KPI. What one measurable indicator could help you track progress? Examples could be:

- | | | |
|---|---|---|
| ☐ Participation or utilization | ☐ Customer satisfaction | ☐ Response time |
| ☐ Revenue or cost recovery | ☐ Project milestones completed | ☐ Error of incident rate |
| ☐ Employee/customer retention | ☐ Other: _____ | |

Our KPI: _____

Test the KPI. Ask the following questions. If it doesn't check a box, refine the KPI.

- ☐ Does this measure something we actually care about?
- ☐ Can the team influence the outcome?
- ☐ Will this information help us make better decisions?
- ☐ Is it simple enough to track consistently?

Shift Ownership. Who should have ownership of monitoring this outcome? What authority, information, or support do they need to truly own it? _____

