

# SYSTEMS DIAGNOSTIC

This tool will help you understand how you relate to tasks in your workplace.

By Sharonne Phillips.

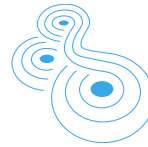
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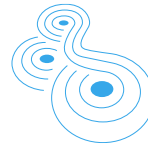
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Circle the answer in Column A, B or C that most reflects your situation in your workplace. If you like you can answer for a specific task or for a general overview of your work. However, keep the same focus throughout all questions. You can repeat the process with another task in mind.

Question	Column A	Column B	Column C
How do you spend most of your time?	Directing decisions	Managing others	Doing things yourself
How many people do you direct at work?	Many	Some	Few
What is your level of responsibility?	"Buck stops here"	"I'm stuck in the middle!"	"Who cares?"
What are your earnings in relation to your organization?	Top bracket	Middle bracket	Lower Bracket
How is your authority viewed in the organization?	Respected	Accepted	Ignored
What is your focus?	Big picture	Organisational processes	Individual tasks
Your level of knowledge is described as?	Specialist	Proficient	Generalist
What is your attitude to work?	Excited	Interested	Bored
In your work, are you...?	Systematic	Organised	Go with the flow
Do you take work home?	Often	Sometimes	Rarely
TOTAL			

Add the total of responses in each column, and find the column with the greatest number of responses. This will give an indication of the level that you work at in your organization. Remember, you will move between the different levels at different times, and small business owners will frequently perform at each level.



The greatest number of responses in:

### **Column A**

You are working at a senior level in your organization (at least for this task). It is likely that you will be called on to lead others and to make decisions and develop strategies that affect others. You probably manage staff and might report to the Board of Directors.

To assist you to achieve more each day

1. Give clear instructions to staff below you in the organization.
2. Be clear about deadlines for work.
3. Know your legal responsibilities and those particular to the workplace.
4. Allow flexibility in the way work is completed and is reported to you.
5. Remember to value, appreciate and support your staff. Let them know - remind them of their importance to your organization and thank them for their contributions.

### **Column B**

You are working at the middle level of an organization. You might be a manager responsible for staff and you will have to report to someone more senior.

To assist you to achieve more each day

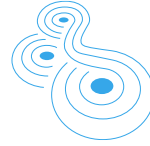
1. Make sure you understand what is required and be aware of the legal requirements of your role.
2. Give clear instructions to those doing the work.
3. Have easy reporting systems so that everyone can use them.
4. Provide opportunity for regular discussions and feedback during task or project completion.
5. Support and train your staff so that they can handle difficult situations and inform them of suitable training opportunities.

### **Column C**

You are often the person doing the task. You might not be acknowledged for your skill and experience but you are the essential component to your organization. You probably like to do things in the most efficient way for you. Without working at this level, nothing would ever be produced or finished.

To assist you to achieve more each day

1. Make sure you have all the necessary equipment, tools, knowledge and support to do your job. If not, talk to your supervisor about this.
2. Provide quick feedback and information to your supervisors regarding any problems with your work.
3. Report possible improvements to processes you have identified to your managers.
4. Imagine you are your client – make it the experience YOU would like to receive.
5. Work within the safe limits of your environment.



## Can we help you?

We offer the following services:

- Consultation to businesses.
- Private and group mentoring programs - to assist you to find the "perfect match" between your staff and the systems they use.
- Training programs in the development, implementation and use of efficient systems.
- Seminars in Breaking Down the Silos that Prevent your business from soaring to new heights.

What some clients have said of our services: "Great practical advice – easy to implement"

"She really cares and worked out what was best for me and my workplace"  
– AF, PA Sydney

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## About Sharonne Phillips

Sharonne Phillips is a consultant, trainer and author who helps her clients simplify their business and work experiences. She has a special talent enabling her to see the forest and the trees at the same time, and get to the core of the problem, providing practical solutions to help businesses to get on with their business. She has a range of products to assist individuals and organizations and can tailor specific products.

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