

THE EX MANIFEST · LEADERSHIP IN ACTION

The Leadership Self-Check

15 honest questions to find out where you're still the bottleneck in your own business — covering clarity, delegation, feedback, and how your leadership shows up in the customer experience.

CLARITY

1. My team could explain, in one sentence, what our business is trying to achieve this quarter.	YES	NO
2. If I disappeared for a week, someone else could explain how our top 2-3 processes actually work.	YES	NO
3. I have written down (not just remembered) how our most important recurring task should be done.	YES	NO
4. My staff rarely need to ask me “what did you mean by that?” after I give an instruction.	YES	NO

DELEGATION

5. There is at least one task I used to do personally that someone else now owns completely.	YES	NO
6. My team makes small decisions without needing my approval first.	YES	NO
7. I trust my staff to handle a routine customer issue the same way I would.	YES	NO
8. I have not personally handled a task this month that a staff member was fully capable of doing.	YES	NO

FEEDBACK

9. I give my team feedback regularly, not only when something goes wrong.	YES	NO
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10. My staff feel comfortable telling me when a process isn't working.	YES	NO
11. I review what went wrong after a mistake without making it personal.	YES	NO
12. I ask my team what would make their work easier, and actually act on what they say.	YES	NO

LEADERSHIP IN THE CUSTOMER EXPERIENCE

13. Customers receive the same quality of service whether or not I am personally involved.	YES	NO
14. My team knows exactly when a customer issue should be escalated to me — and when it shouldn't.	YES	NO
15. I have not been the only person who could resolve a customer complaint in the last 30 days.	YES	NO

SCORE YOURSELF

Count the number of “YES” answers out of 15.

12–15 Yes: Your business is largely built to run without you standing in the middle of it. Focus on refining the systems you already have and documenting the last few gaps.

7–11 Yes: You have real leadership strengths, but there are specific areas — likely delegation or documentation — quietly capping your growth. Pick your lowest-scoring section and start there this month.

0–6 Yes: Your business is very likely still running on your personal bandwidth. This isn't a failure — it's simply where most growing Ghanaian SMEs start. Begin with the one task that would cause the most damage if you were unreachable for a week.

WANT HELP CLOSING THESE GAPS?

This self-check pairs with the Free SME SOP Starter Kit and a full Leadership & Operations Audit from Ruby Hayford Consulting — covering documentation, delegation, and how your leadership shows up in the customer experience.

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