

Module 4: Building the Right Team

Summary

Create scalable team performance through role clarity, capacity planning, and structured onboarding.

Sections & Action Items

Align Roles & Responsibilities

- Build a team alignment grid
- Define clear role ownership
- Establish measurable success metrics

Identify Crew Gaps & Hiring Needs

- Review project timelines for delays
- Identify capacity bottlenecks
- Determine hiring vs. cross-training needs

Build Scalable Onboarding

- Document onboarding steps
- Use real job examples for training
- Define clear success metrics for new hires

Reflection Question

Are people struggling—or is the system asking too much of them?

Next Steps

1. Create a role alignment grid
2. Identify one capacity constraint
3. Document 'what good looks like' for one role

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Module 4: Hiring & Team Alignment Worksheet

1. Define the Role

Role Title: _____

Primary Responsibility: _____

Success Metrics (Top 3):

1. _____

2. _____

3. _____

2. Capacity & Hiring Need Check

Where are jobs slowing down? _____

Is this a workload or skill gap? _____

Solution Type (check one):

New Hire Cross-Training Process Fix

3. Role Scorecard

Reports To: _____

Core Responsibilities: _____

KPIs: _____

Weekly Activity Expectations: _____

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Hiring & Team Alignment Worksheet

4. Interview Checklist

- Asked role-specific scenarios
- Reviewed past performance
- Tested decision-making ability
- Confirmed process alignment

5. 30-60-90 Day Plan

30 Days: _____

60 Days: _____

90 Days: _____

6. Hiring System Maturity Score (1-5)

1 = Reactive / No system

3 = Some structure / inconsistent

5 = Fully defined / repeatable system

Score Your Business: _____

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Maternity Scale Guide

1 = Unclear role, no defined responsibilities

2 = Some responsibilities defined, inconsistent execution

3 = Role mostly defined, basic KPIs tracked

4 = Clear ownership, consistent execution, tracked performance

5 = Fully defined role, optimized, repeatable, scalable

Weekly / Monthly Role Alignment Check

- Every role has a clearly defined owner
- Each role has 1-3 measurable KPIs
- Responsibilities are not overlapping or unclear
- Performance is reviewed consistently
- Team knows what “good” looks like in each role

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