

**WELCOME!**  
**THE LIVESTREAM WILL START  
IN JUST A MOMENT**

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**The Hidden Secret to Sustained Success**  
Architecting Scale with Predictable Success



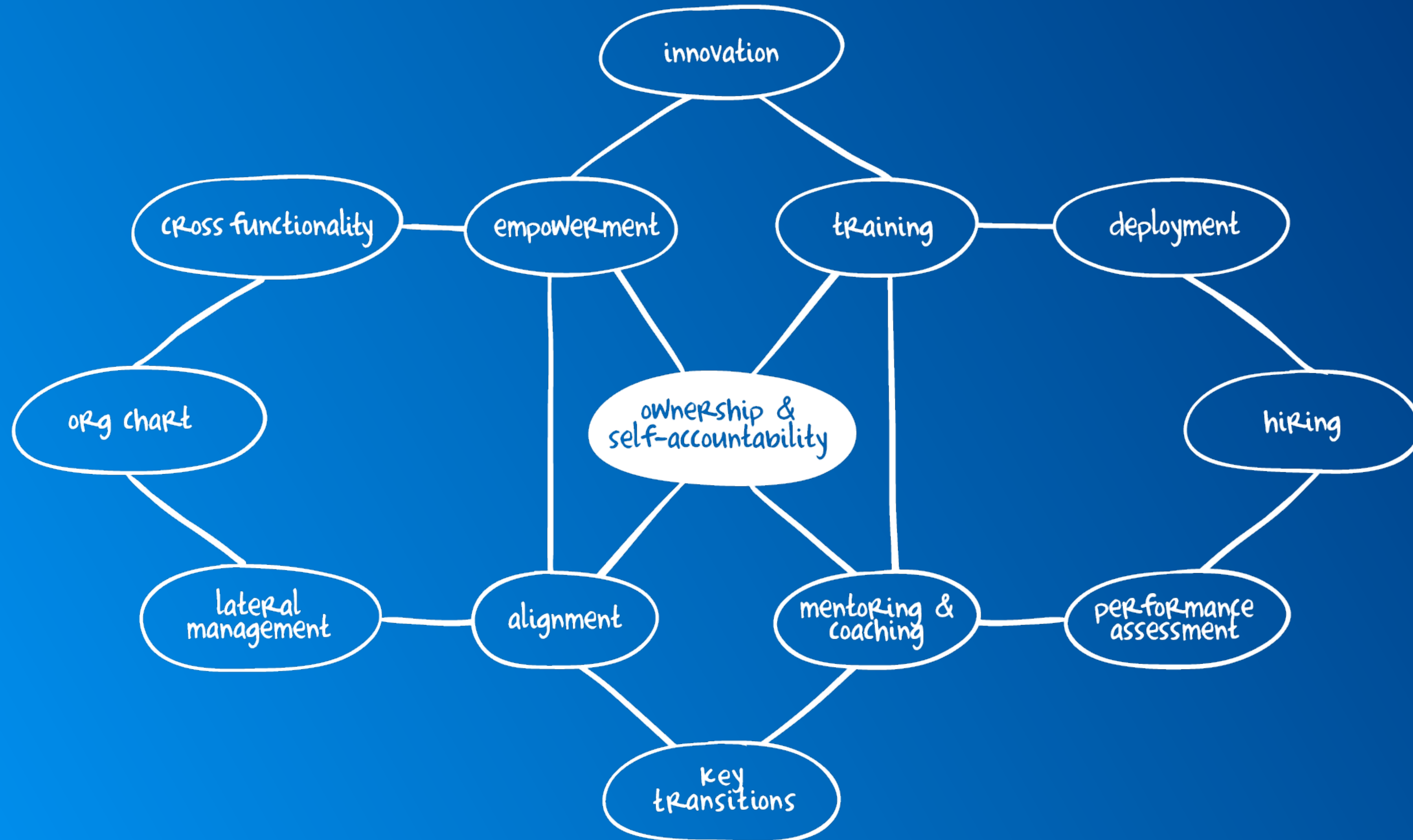
# THE HIDDEN SECRET TO SUSTAINED SUCCESS

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Architecting Scale with Predictable Success



# THE PREDICTABLE SUCCESS SCALABILITY MATRIX



# TODAY'S AGENDA

## PART 1

Understand the central role of Ownership & Self-Accountability in scaling any organization

## PART 2

The 5 Key Factors of you need to increase Ownership & Self-Accountability across your organization

## PART 3

Identify the practical next steps for you to immediately implement what you have learned





# COMMENTS & QUESTIONS

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Use the Q&A box for any  
comments / observations



# SCOTT RITZHEIMER

## FOUNDER AND CEO SCALE ARCHITECTS



Scott has helped start nearly 20,000 new businesses and nonprofits and, with his business partner, started and led their multimillion-dollar business through an exceptional and extended growth phase (over ten years of double-digit growth) all before he turned 35.

He founded Scale Architects to help businesses across the country identify the right growth strategies and find the right guides to get them on the fast-track to Predictable Success and stay there as long as possible.





# LES MCKEOWN

## FOUNDER AND CEO PREDICTABLE SUCCESS



Les McKeown is the President and CEO of Predictable Success, a leading advisor on leadership and organizational development. He has started over 40 companies in his own right, and was the founding partner of an incubation consulting company that advised on the creation and growth of hundreds more organisations worldwide.

Les advises CEOs and senior leaders of organisations on how to achieve scalable, sustainable growth. His clients range from large family-owned businesses to Fortune 100 companies, and include Harvard University, American Express, T-Mobile (now EE in the UK and Europe), United Technologies, the Pella Corporation and Chevron.

Based in Washington, DC, Les now spends his time consulting, writing, teaching and speaking. Les has appeared on CNN, ABC, the BBC and in Entrepreneur magazine, USA Today and the New York Times. Les is the author of the WSJ and USA Today bestseller, 'Predictable Success', 'The Synergist', 'Do Lead' and 'Do Scale'.

Les can be contacted at: [lesm@predictablesuccess.com](mailto:lesm@predictablesuccess.com)  
or via his website: [PredictableSuccess.com](http://PredictableSuccess.com)



# THE HIDDEN SECRET TO SUSTAINED SUCCESS

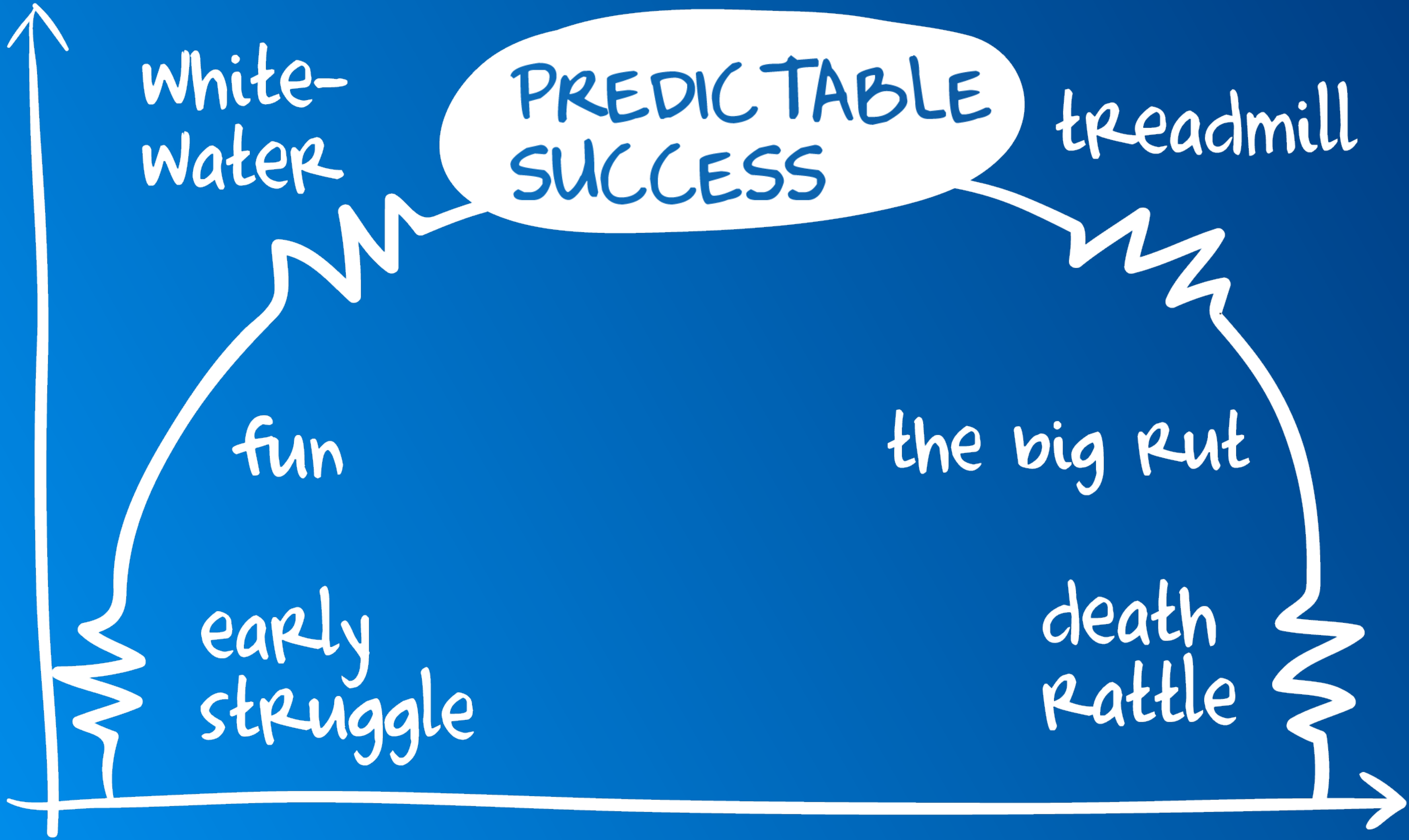
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Architecting Scale with Predictable Success

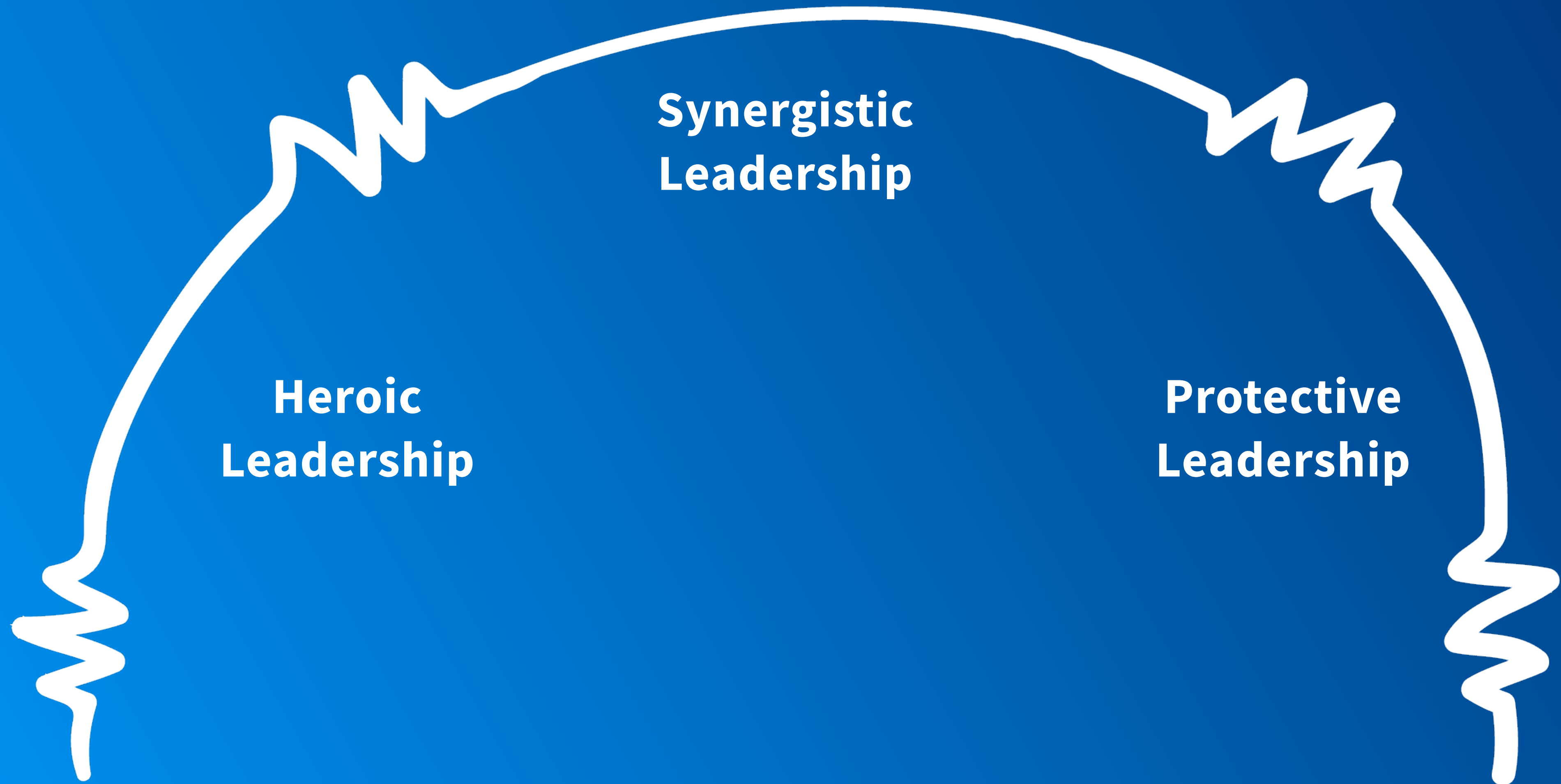




# THE PREDICTABLE SUCCESS MODEL



# HIGH-QUALITY TEAM-BASED DECISION MAKING



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The degree to which everyone in the organization understands and takes personal responsibility for their contribution to achieving the organization's common goals.


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Ownership & Self-Accountability: Defined





# OWNERSHIP & SELF-ACCOUNTABILITY

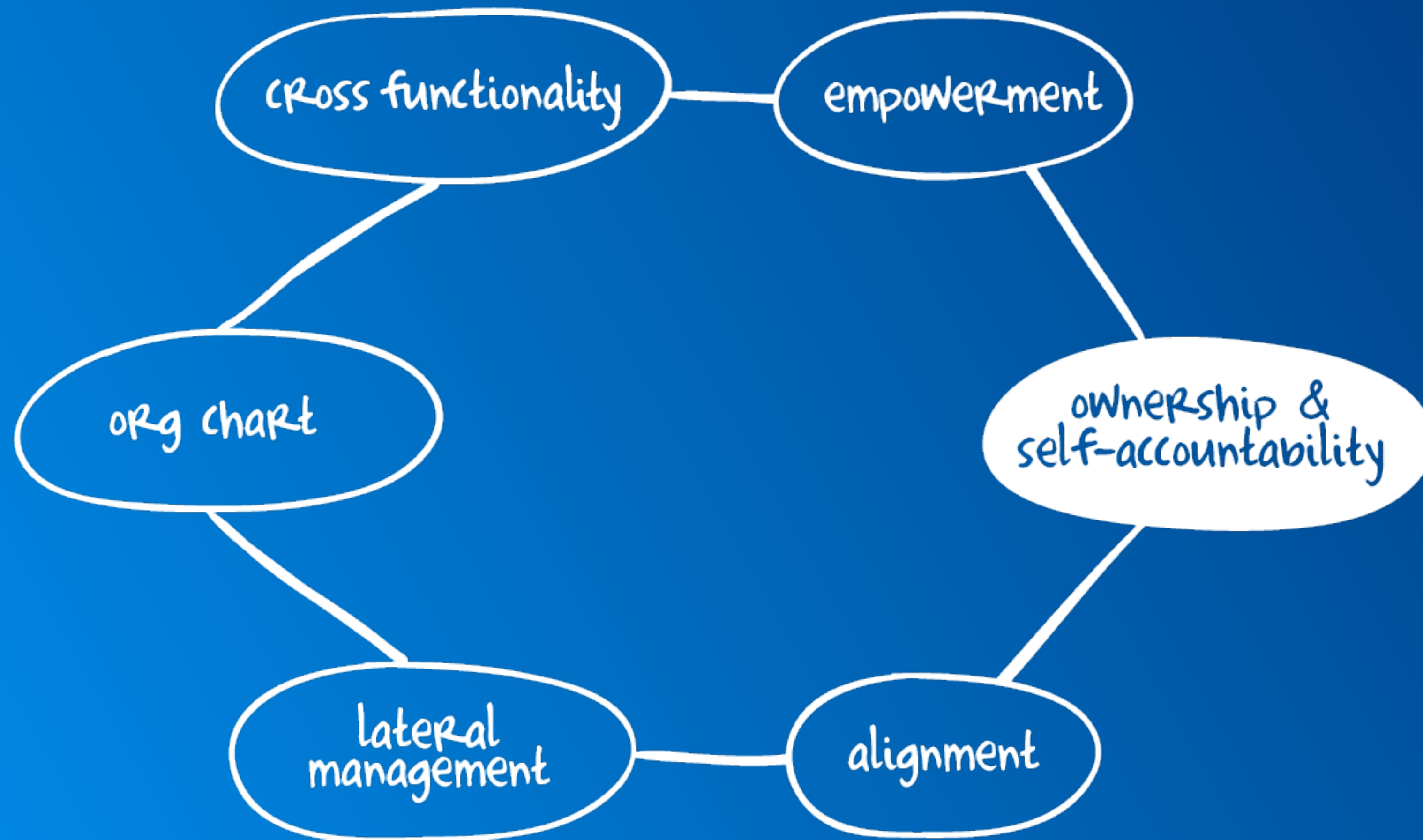


**High ownership & self-accountability**  
delivering both short-  
& long-term goals.

**High ownership & self-accountability**  
delivering immediate  
short-term results.

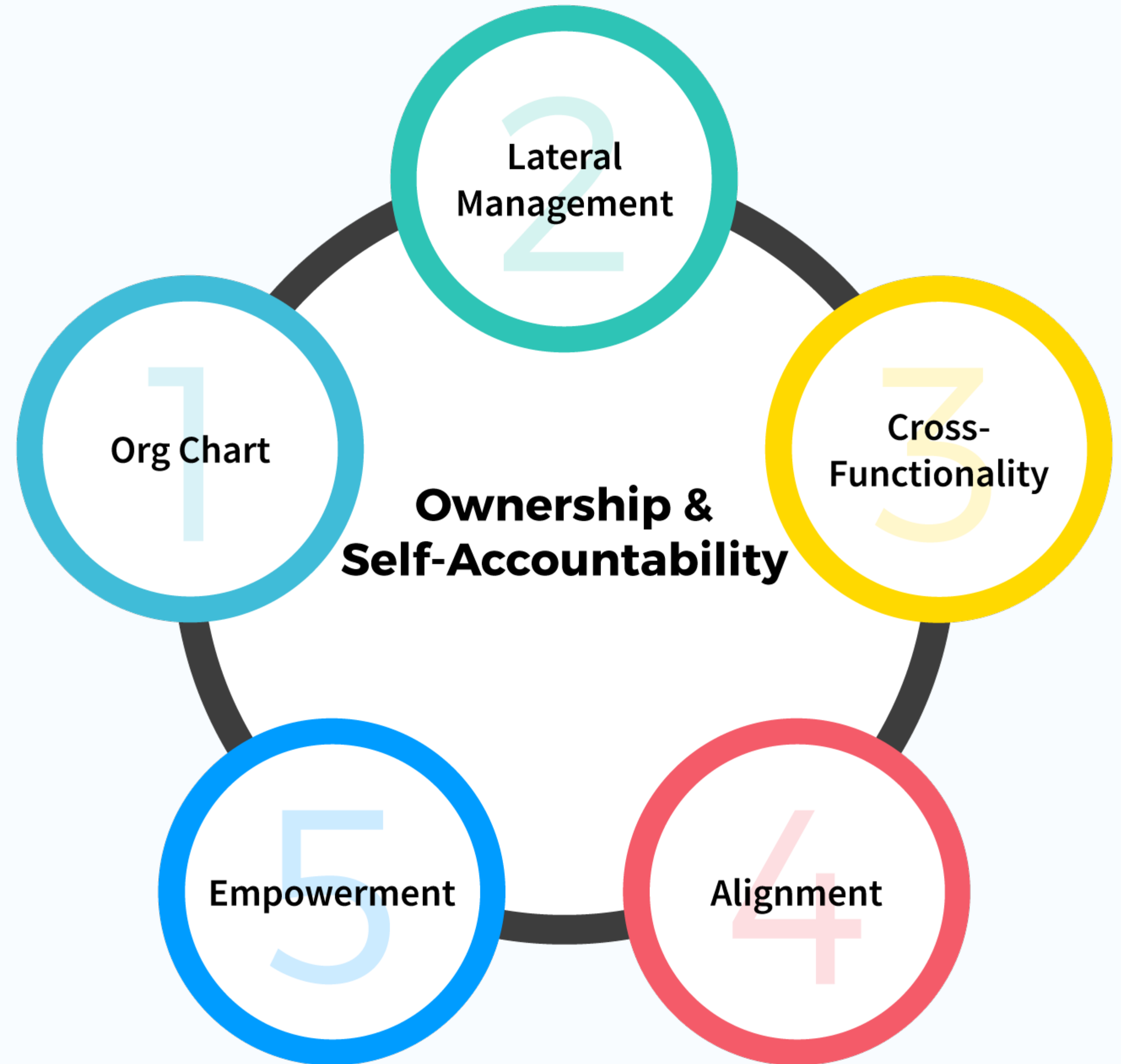
**Variable ownership & self-accountability**  
protecting  
long-term security.

# THE UNIQUE NATURE OF OWNERSHIP & SELF-ACCOUNTABILITY



# THE FIVE KEY FACTORS

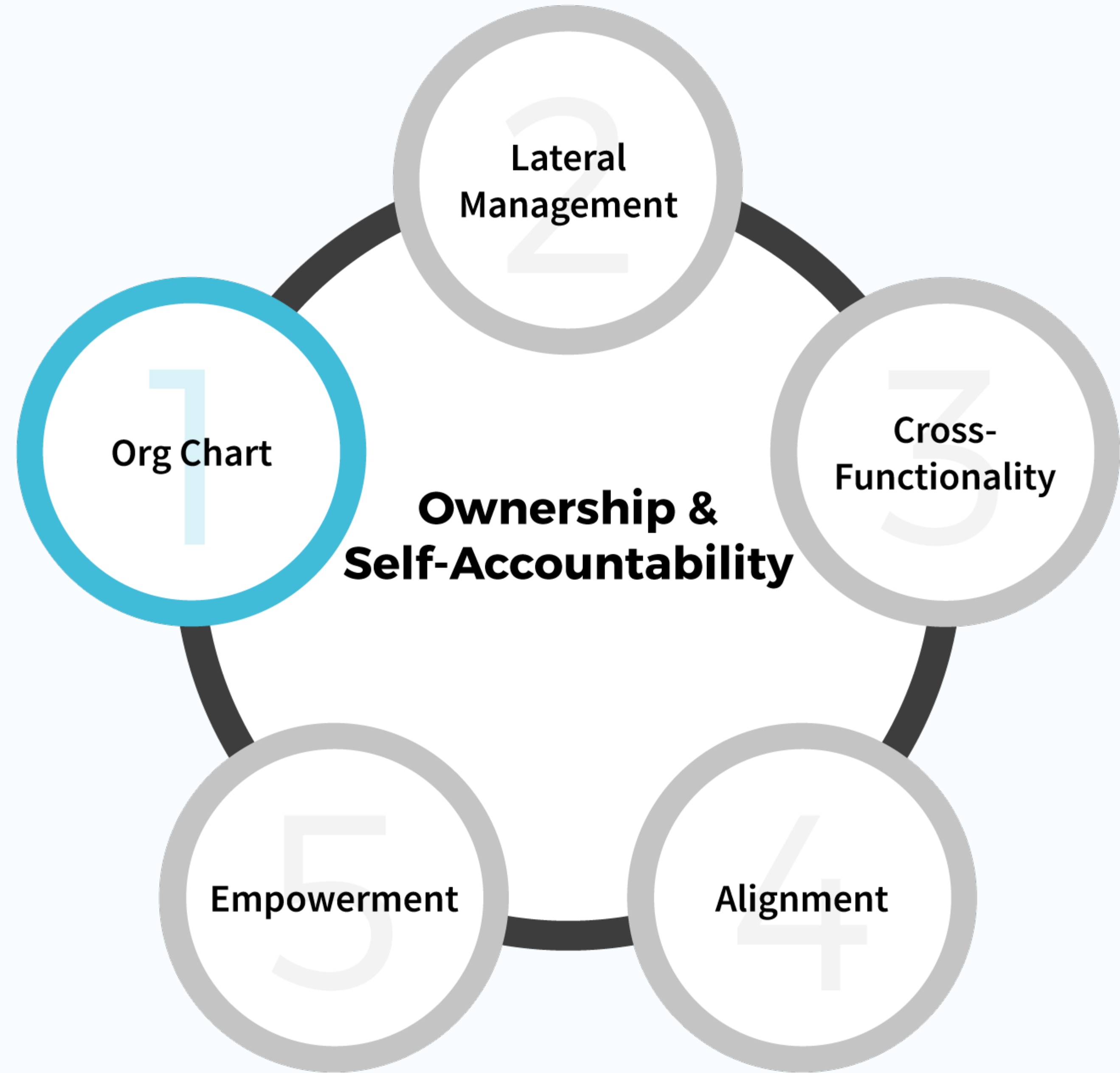
THE HALLMARK OF PREDICTABLE SUCCESS





# KEY FACTOR #1

## ORG CHART



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The ability of the organization to effectively and efficiently process information in a manner that produces consistently high-quality decisions.

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Org Chart+: Defined



# ORG CHART+

## FIVE MAIN ELEMENTS:

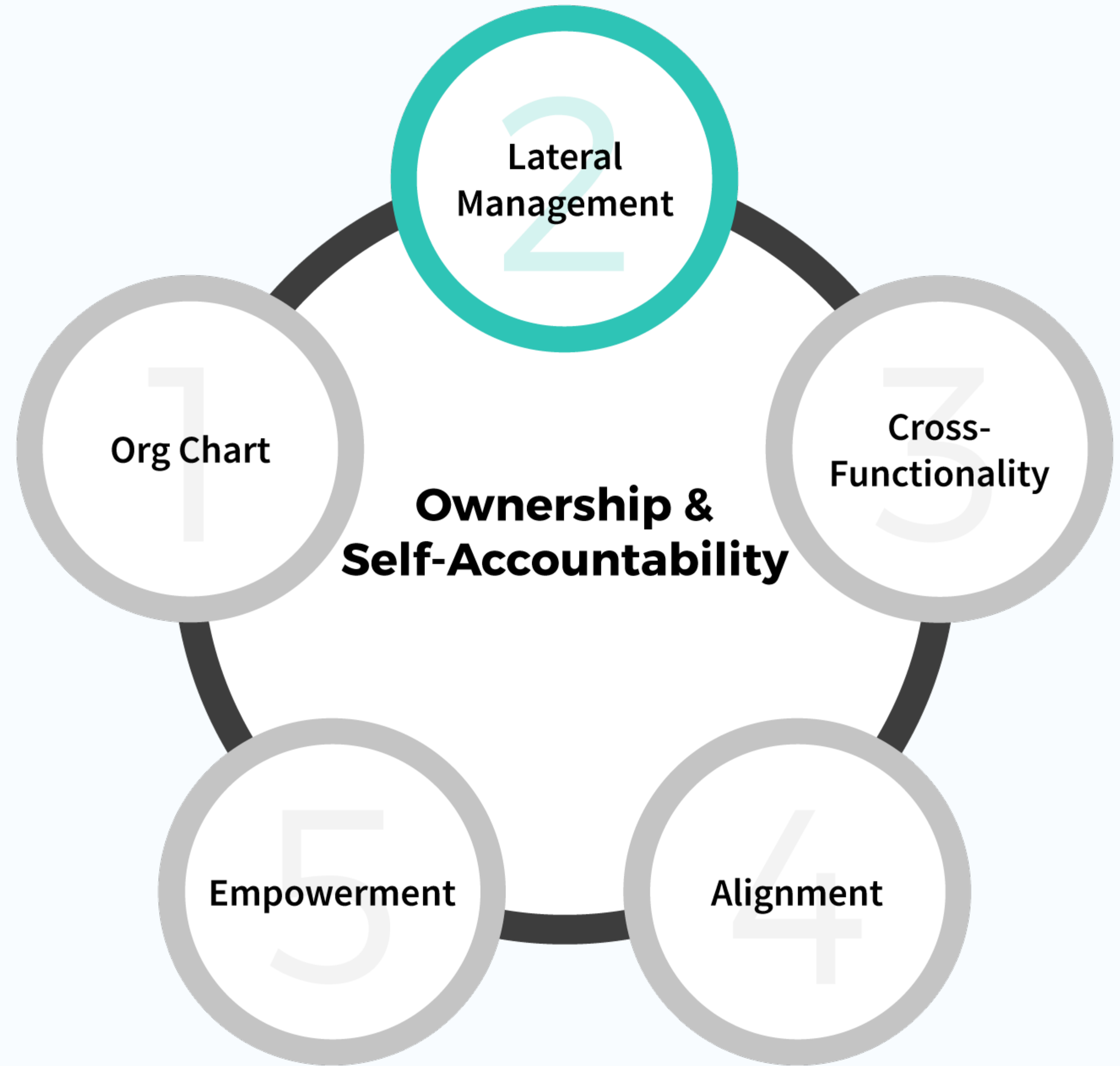
1. Org Chart
2. Role Definitions
3. Decision-Making Groups
4. Team Mandates
5. Information Flow





# KEY FACTOR #2

## LATERAL MANAGEMENT



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The ability of the senior leadership team to consistently make and implement high-quality team-based decisions for the good of the enterprise and not favoring any one function or any one style

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Lateral Management: Defined



# LATERAL MANAGEMENT

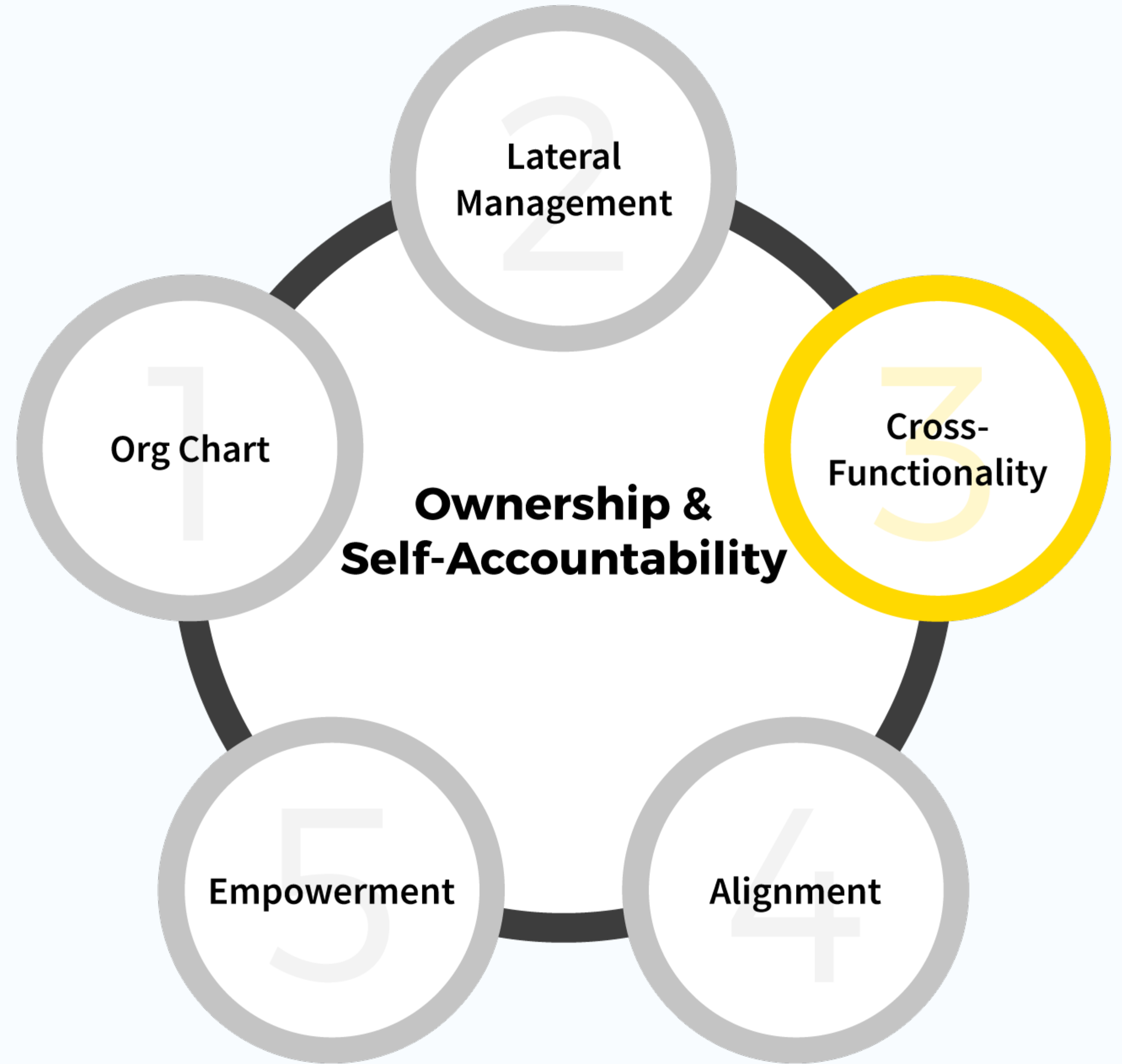
## FIVE MAIN ELEMENTS:

1. Enterprise Commitment
2. Heads to Hats
3. Ruthlessly Constructive
4. Dollar Bill Management
5. Internal Customer Awareness



# KEY FACTOR #3

## CROSS-FUNCTIONALITY





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The ability of the organization to work across functions and between silos, at all levels, in an organic, natural manner

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Cross-Functionality: Defined



# CROSS-FUNCTIONALITY

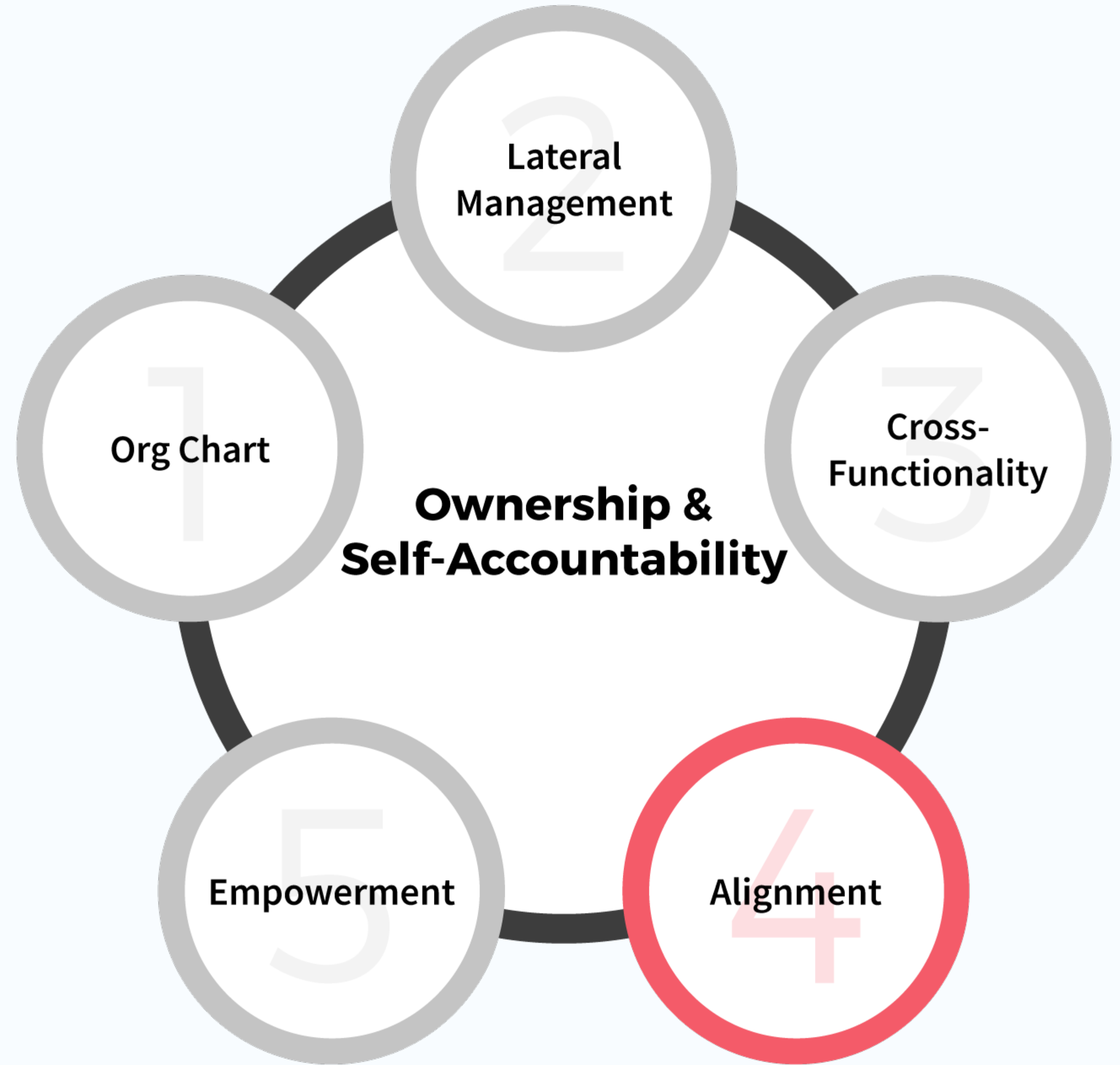
## FIVE MAIN ELEMENTS:

1. VOPS Balance
2. The Enterprise Commitment
3. Team Mandates
4. Information Flow
5. Decision-Making Process



# KEY FACTOR #4

## ALIGNMENT



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The degree to which everyone in an organization, department, project, group or team: understands, agrees with those goals; and, works effectively and efficiently toward achieving their common goals.

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Alignment: Defined





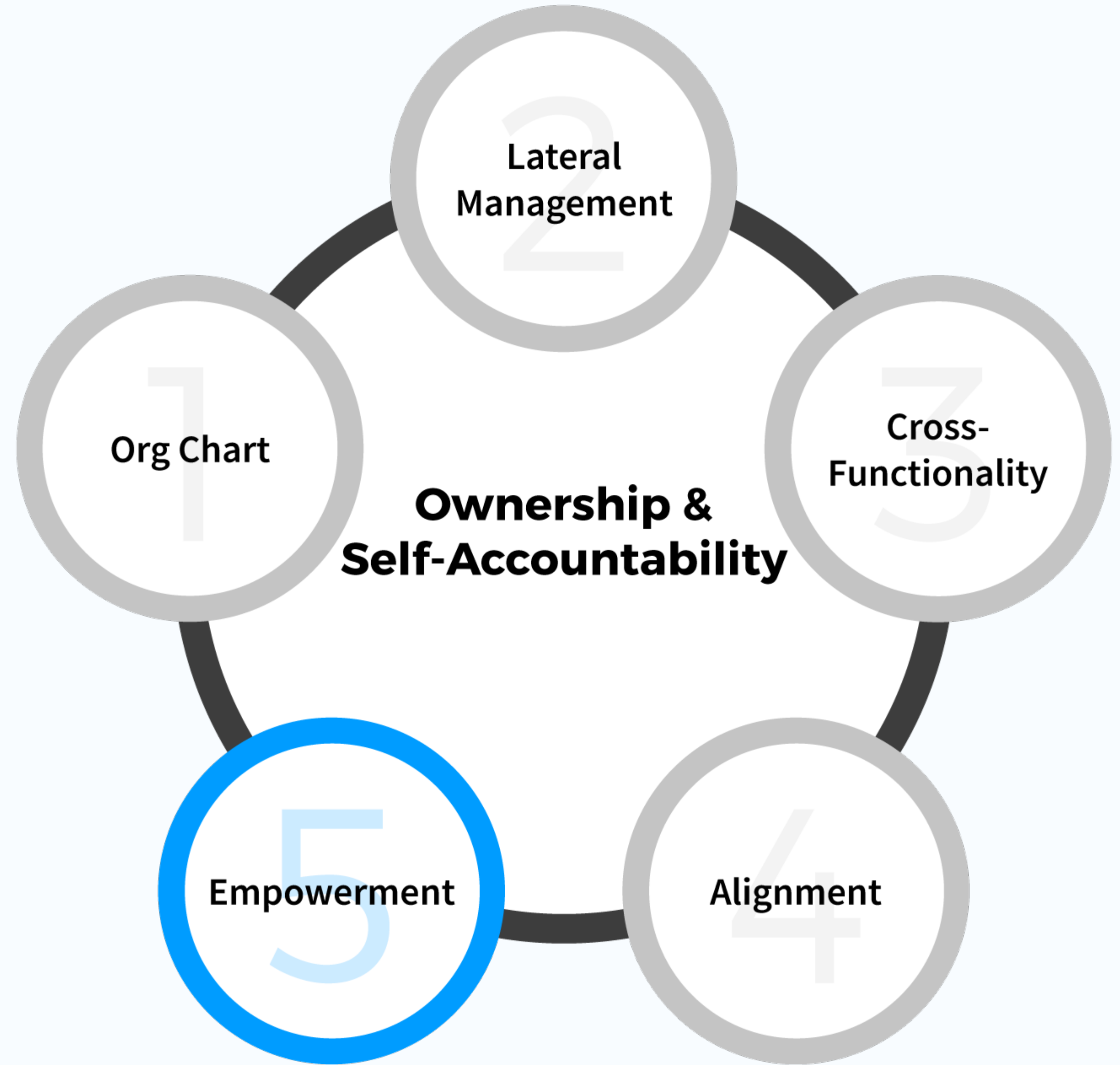
# ALIGNMENT

## FIVE MAIN ELEMENTS:

1. Mission, Vision, & Values
2. Goals
3. Strategies
4. Tactics
5. Actions



# KEY FACTOR #5 EMPOWERMENT



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The ability of an organization to make, implement, monitor and adjust high-quality decision-making **at the appropriate level** throughout the enterprise.

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Empowerment: Defined



# EMPOWERMENT

## FIVE MAIN ELEMENTS:

1. Delegation
2. Flex Up
3. Feedback
4. Correction
5. Amplification





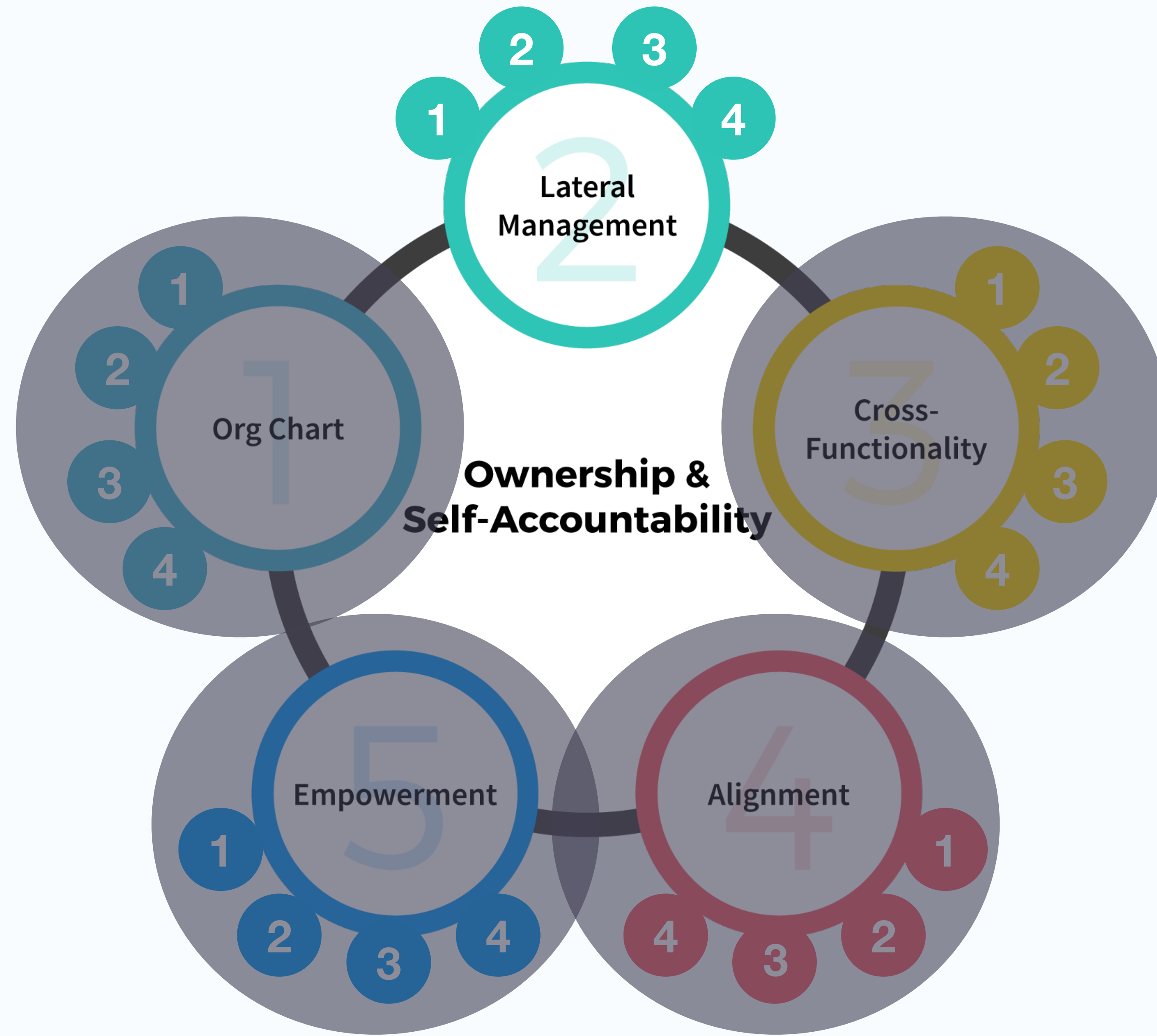
# IMPLEMENTATION QUICK-START

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# NO / LITTLE EXISTING O&SA



# NO / LITTLE EXISTING O&SA



# ESTABLISHED/EXISTING O&SA

## GROUP EXERCISE

### QUESTIONS FOR YOU AND YOUR TEAM

- Why / when does Ownership & Self-Accountability feel **highest** your organization?
- Why / when does Ownership & Self-Accountability feel **lowest** your organization?
- What 3 things could you **start** doing, that would increase Ownership & Self-Accountability?
- What 3 things could you **stop** doing, that would increase Ownership & Self-Accountability?
- What's the **major barrier / constraint** on consistently and effectively cultivating Ownership & Self-Accountability?





# NEXT STEPS?

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# HOW WE CAN HELP

You can architect scale yourself using our expansive suite of **training courses and live events** that are designed to help you reach Predictable Success!

**Do-It-Yourself**

You can bring in a knowledgeable Scale Architect we've personally trained to **help coach you and your team** into Predictable Success!

**Coaching & Consulting**

We can personally **train and certify one of your team members** as an expert in the Predictable Success methodology!

**Certification**



**LET US HELP YOU**

**FAST TRACK YOUR PROGRESS  
TOWARD PREDICTABLE SUCCESS  
WITH SCALE ARCHITECTS**

[www.scalearchitects.com/contact](http://www.scalearchitects.com/contact)

**SCAN ME**



# Q & A

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We're here to answer any questions you may have!

