

How Clear Are Your Team's Roles?

The Free 5-Minute Role Clarity Checkup

Answer 9 quick questions to identify potential gaps, overlaps, and unclear ownership within your team.

There are no right or wrong answers. Be honest about how things actually work in your business—not how you wish they worked.

How to use this checkup

For each statement, choose how often it is true for your team. Then assign 0, 1, or 2 points and total your score out of 18.

A note from Amy

Role clarity isn't about putting people into rigid boxes. Good teams need flexibility. People help each other, pitch in when someone is away, and take on new responsibilities as the business evolves. The problem is when flexibility becomes the system.

When everyone is responsible for everything, nobody is truly accountable for anything.

Let's see where you stand.

The Checkup

For every question, use the same scoring scale:

Rarely or never 0 points	Sometimes 1 point	Frequently 2 points
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1. There are important tasks where it's unclear who is responsible.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

2. Employees are unsure which decisions they can make without asking the owner or manager.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

3. More than one person regularly thinks they are responsible for the same tasks.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

4. Important tasks depend on only one person knowing how to do them.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

5. When responsibilities change, those changes are not clearly communicated or documented.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

6. Employees are unclear about where their responsibilities end and someone else's begin.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

7. Your team cannot clearly explain who owns the major functions or recurring processes in the business.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

8. You find yourself answering the same "Who handles this?" question more than once.

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

9. Employees say things like "That's not my job" or "I thought someone else was handling it."

☐ Rarely or never ☐ Sometimes ☐ Frequently Points: _____

YOUR TOTAL SCORE

_____ / 18

What Does Your Score Tell You?

Your score isn't a diagnosis. It's a quick gut check designed to help you spot where clarity may be getting lost.

0-5 POINTS
Your roles are looking pretty clear.

You've got a solid foundation when it comes to role clarity and ownership. Keep an eye on things as your business grows, responsibilities change, or new people join the team.

6-18 POINTS
There are some areas worth looking at.

Your answers suggest there may be gaps, overlaps, unclear ownership, or dependencies creating unnecessary friction. That doesn't necessarily mean you have a people problem. It may simply mean your roles and processes have outgrown the way they were originally set up.

Want to go a little deeper?

If your score raised a few eyebrows, that's not a bad thing. Clarity starts with knowing where the gaps are.

DO IT YOURSELF	LET'S DO IT TOGETHER
The Role Clarity Toolkit gives you the framework and tools to work through the process yourself.	The Role Clarity Audit helps identify gaps, overlaps, unclear ownership, and responsibilities that may be creating unnecessary operational friction.
Role Clarity Toolkit	Role Clarity Audit

This checkup is intended as a starting point for identifying potential role clarity issues. It is not a formal organizational assessment or diagnosis.

AMY SMART CONSULTING
People. Processes. Progress.

Questions or want to talk through your score? [Get in Touch](#) →