

ESCALATION ANALYSIS

Understanding what your team typically escalates to you and why can help you realise their capability gaps, give you an insight into your own leadership style and be an indicator of your relationships with your team members. Spend some time (e.g. a couple of weeks) recording every time a team member escalates an issue to you on the following template:

Issue escalated to you:

Why it was escalated (e.g. capability gap, confidence issue, not enough information, decision needed from you etc.)

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Spend some time analysing the information you've gathered by answering the following questions:

What do you notice about the escalations?

What is the main reason people are escalating issues to you?

What action could you take in each case to equip them with the capability, confidence, knowledge or authority to solve this in the future for themselves?