HUMAN-CENTERED CULTURE™
A Focal Point Coaching Firm

PROGRAM GUIDE

Leadership System Audit™

A diagnostic blueprint of your leadership operating system — turning invisible friction into visible architecture.

FOCALPOINT COACHING & CONSULTING

CLARITY
Expectations · Decisions · Communication

CAPABILITY
Skills · Ownership · Delegation

CULTURE
Norms · Behaviors · Alignment

LIGHTWELL
Identity · Presence · Emotional regulation

Rebecca Jorgensen, PHR
FocalPoint Certified Executive Coach · Gallup-Certified Strengths Coach

THE PREMISE

Most leadership problems aren't personal. They're systemic.

By the time a capable leader reaches out, they're usually carrying too much inside a system that was never fully built to support them. The same friction keeps recurring — the clarity gaps, the emotional labor, the overfunctioning — and it quietly gets read as a personal failing.

It isn't. Recurring friction is almost always structural. It shows up wherever the system leaks: where clarity breaks down, where ownership collapses, where culture drifts under pressure, and where a leader's strengths get pulled out of alignment.

> *Leaders can't fix what they can't see. The Leadership System Audit™ makes the invisible architecture visible — and gives leaders a structural, non-personal explanation for what they've been sensing.*

WHERE LEADERS FEEL IT

Where clarity breaks down	**Where culture drifts**	**Where emotional labor leaks**
Where strengths misalign	**Where ownership collapses**	**Where decisions bottleneck**

DEFINITION

What the Audit is — and isn't

A systemic diagnostic that reveals what a leader is operating inside of — not who they are.

WHAT IT IS

- The structural root causes behind recurring leadership friction
- How Clarity, Capability, Culture, and Lightwell interact
- The patterns driving emotional labor, overfunctioning, and drift
- The system conditions shaping leader behavior

WHAT IT IS NOT

- A performance review
- A personality or strengths test
- A 360 feedback tool
- A coaching questionnaire
- A verdict on the leader

> *It's a leadership system scan — structural, shared, and non-personal. It shows what's happening in the system, not what's wrong with the leader.*

FRAMEWORK

The Four Systems Model

Every leadership breakdown traces back to one of four systems. The Audit reads all four — and shows how they interact to produce the friction a leader actually experiences.

1 Clarity System

Expectations · Decisions · Communication

2 Capability System

Skills · Ownership · Delegation

3 Culture System

Norms · Behaviors · Alignment

4 Lightwell System

Identity · Presence · Emotional regulation

The power isn't in any single system — it's in seeing how they compound. That interaction is where recurring patterns live.

SCOPE

What the Audit measures

The Audit translates 64 diagnostic signals into a full map of the leader's operating environment.

- 16 systemic root problems, scored 0–100 and banded
- Strengths overuse, underuse, and misalignment
- Emotional labor load and decision-making patterns
- Communication drift and ownership distribution
- Culture alignment and leadership identity stability

THE 16 SYSTEMIC ROOT PROBLEMS

Each is scored and banded. These are patterns, not personal flaws.

Low 0–39 | Moderate 40–59 | Strong 60–79 | Dominant 80–100

01 Misaligned Expectations	05 Role Ambiguity	09 Feedback Avoidance	13 System Blindness
02 Unclear Priorities	06 Decision Bottlenecks	10 Execution Breakdown	14 Reactive Leadership Loop
03 Accountability Mirage	07 Emotional Friction	11 Overfunctioning	15 Misaligned Strengths
04 Communication Drift	08 Trust Erosion	12 Underfunctioning	16 Cultural Inconsistency

METHOD

How the Audit works

Six steps that produce a complete system blueprint.

01
Intake & Leadership Reality Check

02
64-Item Root Problems Scan

03
Strengths Utilization Analysis

04
Emotional Labor Assessment

05
Systemic Pattern Identification

06
Future-State Definition

WHAT THE LEADER RECEIVES

A comprehensive, confidential report — and a clear path forward:

- Top systemic root problems
- A strengths alignment map
- An emotional labor profile
- Systemic friction points
- Leadership identity insights
- Priority recommendations
- A clear path into the Blueprint Session

THE PATH

Where the Audit leads

The Audit is the intelligent first step. It becomes useful the moment it's operationalized — this is the standard sequence for every engagement.

1. **Leadership System Audit™**
   Diagnose the system across 64 signals. You are here.

2. **Blueprint Session**
   Convert the audit into a one-page leadership system blueprint.

3. **System Design Map**
   Translate insights into structure and a 90-day sequencing plan.

4. **3-Month Installation**
   Install the tools across leader habits, team mechanics, and culture.

5. **Sustainability Plan**
   Lock in long-term stability and re-audit the same 64 signals.

BEGIN

Turn invisible friction into visible architecture

The Leadership System Audit™ gives a leader:

- Clarity about what's actually happening
- Language for what they've been sensing
- Relief from self-blame
- A structural explanation for recurring patterns
- A roadmap for sustainable leadership

HOW TO BEGIN

Your next steps build on each other: first we name your natural strengths, then we map the system around them. Together they show what is yours to carry, and what the system should carry instead.

YOUR NEXT STEPS

1 CliftonStrengths®

Discover your natural talents — the foundation everything else is built on.

2 The Leadership System Audit™

Map your system — see what's yours to carry and what the system should carry.

Rebecca Jorgensen, PHR
FocalPoint Certified Executive Coach · FocalPoint Coaching & Consulting
human-centeredculture.org · rjorgensen@focalpointcoaching.com · 480-710-2862

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