

A stylized illustration of a tree with a brown trunk and green foliage. Four arrows point from the text boxes to the tree: one to the leaves (leaf level), one to a branch (branch level), one to the trunk (trunk level), and one to the roots (root level).

01. Leaf-Level Decisions

At the “leaf level,” you have the authority to make the decision and act upon it, with no reporting responsibility. For example, the Account Executive, who strategically lowers a price for a customer, while staying within allowable margins.

02. Branch-Level Decisions

“Branch level” decisions are made and acted upon autonomously, but require post-action reporting. For example, the Receptionist, authorized to purchase office supplies, but who must report and submit receipts to their supervisor following the purchase.

03. Trunk-Level Decisions

At the “trunk level,” you make decisions/come to conclusions in advance, but must check with your supervisor before taking action. For example, the Sales Support team member who could not find inventory and plans to suggest a different product at order entry.

04. Root-Level Decisions

“Root level” decisions are made and acted upon with a supervisor, within a team, or as a group. Examples might be: a Spec Program that will be used to pitch business for a potentially large client, a change in any SOP that impacts more than one team member, or the adoption of a new order entry or CRM program or platform.

In healthy teams and organizations – every role has every level.