

ROLE-MAPPING

Orientation · Impact · Clarity of Expectations · Boundaries

DEFINITION

Role mapping is a systemic tool for making roles, expectations, responsibilities and relationships within a system visible. Ambiguities, overlaps and areas of conflict surface early and become workable.

Effective collaboration emerges when roles are clearly defined and understood by everyone involved.

12 DIMENSIONS

01 · purpose focus, mandate, purpose and function of the role <i>What is the core mandate?</i>	07 · ecosystem internal / external stakeholders, interfaces and regulations <i>What does the ecosystem look like?</i>
02 · tasks & responsibilities tasks and responsibilities, clearly defined <i>What belongs to the role?</i>	08 · clarify expectations clarifying and negotiating mutual interests and expectations <i>What needs to be clarified?</i>
03 · non-tasks & delegations boundaries, unclear or poorly placed tasks <i>What does not belong to the role?</i>	09 · special features personal, functional, area-specific or cultural particularities <i>What needs special attention?</i>
04 · gains goals, benefits, outcomes and strategic requirements <i>Which goals have to be achieved?</i>	10 · critical incidents success-critical situations, moments and behaviors <i>What separates success from failure?</i>
05 · pains obstacles, missing resources and taxing demands <i>What weakens the role?</i>	11 · how to do values, premises, guardrails and binding regulations <i>How are things approached?</i>
06 · potentials strengths, resources, sources of motivation, support and feedback <i>What advances the role?</i>	12 · job-to-be-done & next-steps conclusions, roadmap and concrete next steps <i>What exactly needs to be done?</i>

»Effective collaboration tends to arise when roles are clearly defined and understood by everyone involved.«

Systemic core premise



APPLICATION NOTES

Role Clarification
Individual work or in conversation with a manager or HR partner.
onboarding · transition · realignment

Team Work
Make all roles in the team visible together and compare them.
overlaps · gaps · conflict prevention

Change Processes
Re-evaluate existing roles and anchor them in a new structure.
reorg · merger · strategy shift

SYSTEMIC PREMISE

Role clarity creates orientation. It strengthens personal accountability and improves the quality of communication and collaboration.