

EP. 10 - Skip Levels (Yes Please)

Overview

This session focuses on the importance of "skip levels," meetings where you interact with someone higher up in the organization who is not your direct supervisor. Skip levels are valuable for maintaining connection to the organization, supporting career growth, gathering insights about other teams, and enhancing personal branding. The session also touches on how early performance assessment through key metrics during onboarding can accelerate a new hire's success and motivation.

Key Points:

1. What are Skip Levels?:

- A skip level occurs when you meet with someone who doesn't directly report to you or whom you don't directly report to. For example, as a sales rep, meeting with the VP of sales or a C-level executive would be a skip level.
- Skip levels are essential for staying connected to the broader organization, career advancement, and gaining access to information that may not be readily available through regular reporting lines.

2. Benefits of Skip Levels:

- **Organizational Insight:** Skip levels give you a chance to understand how the rest of the organization functions and gather insights on product iterations, client feedback, and manager behaviors.
- **Career Growth:** These meetings can enhance your personal brand and help you understand what's happening at higher levels, providing opportunities for advancement.

- **Employee Development:** Leaders, like Jordana when she was a VP of sales, can use skip levels to identify talent capable of stepping into new roles or taking on additional responsibilities.

3. **Early Performance Assessment:**

- During the onboarding process, introducing metrics like "Revenue to Target," "MQL-SQL," and "Funnel Health" helps new hires quickly assess where they stand in relation to company goals.
- Early feedback helps employees adjust their strategies and set realistic expectations for their role, ensuring alignment with the company's broader objectives.

4. **Continuous Improvement:**

- Skip levels, combined with performance metrics, promote a culture of continuous improvement. New salespeople who adopt this mindset early on are more likely to adapt and grow in their roles.
- Regularly reassessing strategies and performance helps foster proactive problem-solving and enhances team success.

5. **Motivation and Accountability:**

- Understanding key metrics from the beginning instills a sense of ownership and accountability in new hires. Knowing that performance is being measured motivates them to meet specific targets and contribute to the company's success.

6. **Retention and Success:**

- A strong onboarding process, coupled with clear metrics and the support of skip-level interactions, sets new hires up for long-term success and retention. When employees feel confident and equipped, they are more likely to stay and grow within the company.

Conclusion:

Skip levels are a powerful tool for career growth, organizational insight, and personal branding. By building relationships with higher-ups and understanding company goals through early performance metrics, new hires can better align themselves with the organization's success. This proactive approach reduces ramp-up time, fosters continuous improvement, and enhances motivation and accountability, setting the stage for long-term retention and success.