

# Chief of Staff

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Unlock the Power of a Chief of Staff:  
Streamline Operations, Mediate Disputes & Ensure  
Smooth Business Operations for Your Company

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# Your Company Deserves a Chief of Staff

Small business owners often wear many hats and are pulled in multiple directions, making it difficult to stay focused on high-level strategic decisions. That's where a Chief of Staff can make a big difference. A Chief of Staff is a professional who acts as a strategic advisor, project manager, and people manager to help leaders focus on their organization's most important priorities.



Owning and running a small business can be a lonely and challenging experience. Entrepreneurs are often faced with numerous stressors, including long hours, financial pressures, and decision-making responsibilities. Without someone to confide in and seek advice from, the journey of building a successful business can be isolating and overwhelming.

That's where a strategic advisor, such as a Chief of Staff, comes in. Such an advisor can understand the unique stressors that come with owning and running a small business. They can provide empathy and support, and "tell it like it is" when it comes to tough business decisions. Having a trusted advisor who has been through the ups and downs of business ownership can provide comfort and help entrepreneurs stay focused on their goals.



## Advisor & Confidant

In addition to offering emotional support, a Chief of Staff provides valuable insights and guidance. They help business owners identify potential obstacles, create a plan to overcome challenges, and evaluate progress along the way. This type of outside perspective is incredibly valuable, as it allows entrepreneurs to see their business from a different angle and make informed decisions.

Owning and running a small business can be a lonely and challenging experience. However, with a Chief of Staff by their side, entrepreneurs can receive the emotional support and valuable insights they need to navigate the journey of building a successful business. Don't be afraid to reach out for help and find a trusted advisor who will come along side to guide you on your entrepreneurial journey.





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# Key Responsibilities of a Chief of Staff

1. Act as a high-level advisor and confidant to the leader
2. Execute significant strategic, operational, and cultural agendas that require substantial changes
3. Guide the CEO and senior executives through uncertainty and risk
4. Anticipate problems and help the leader understand organizational, political, and business environmental landscapes. Leveraging emotional intelligence

# Benefits of having a Chief of Staff

1. Increase focus on high-level strategic decisions
2. Improve execution of operations
3. Drive significant change through strategic and operational initiatives
4. Navigate uncertainty and risk - looking for opportunities in risk and threats
5. Enhance decision-making



**Small business owners who are looking to grow their businesses, having a Chief of Staff can be a game changer. With a Chief of Staff in place, small business owners can focus on their organization's most important priorities, drive change through strategic initiatives, and make informed decisions.**

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# Here is a checklist to help determine if your company needs a Chief of Staff



- 1. Need for focus on high-level strategic decisions: Are you spending most of your time on day-to-day operations and not enough on big-picture strategy?**
- 2. Operations improvements: Are there gaps in the execution of your company's operations?**
- 3. Difficulty driving change: Are you struggling to implement significant changes in your organization?**
- 4. Navigating uncertainty and risk: Are you facing challenges in navigating uncertainty and risk in your business?**
- 5. Decision-making: Are you missing key information or political, organizational, and emotional intelligence that could help inform your decisions?**
- 6. Time constraints: Do you have enough "white space" in your calendar to consider future opportunities, or are you constantly reacting to what has already happened?**
- 7. Political or cultural blockages: Are political or cultural factors blocking progress in your organization?**
- 8. Need for follow-up: When you direct that action be taken or ask for data on a particular issue, do you often not hear back until you remind people?**

If you answered "yes" to several of these items, it may be worth considering hiring a Chief of Staff to support your business. A Chief of Staff can help you focus on high-level strategic decisions, improve operations, drive change, navigate uncertainty and risk, and make informed decisions.

## D. Scott Smith, MBA

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D. Scott Smith is a collaborator sitting in the juncture of strategy and execution. He is known as a “Motivational Listener”. Scott is a speaker, coach, and mentor who will inspire and motivate you. He works with businesses and individuals around the globe.

Prior to becoming a full-on entrepreneur, Scott worked in large and small companies in leadership roles which include CEO, COO, and General Manager. He has lived and breathed financial services, agriculture, and manufacturing. Scott is involved with joint ventures because he believes in the power of networking.

