

# Decision Clarity Card

Use on one recurring decision point



## DECISION POINT

## WORKFLOW

### 1 Who makes the call

Name the person — not the role, not the team.

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### 2 What we need to see

What does the person making the call need to know or see before they move?

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### 3 When to stop or escalate

What specific conditions mean: pause, hold, or go upstairs?

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### 4 What done looks like

What has to be true before the next person accepts the work?

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### 5 What the leader does after

What does the leader back up? Question? Let slide? This is what actually holds.

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When an exception shows up, update the rule — don't blame the person.