

Running EOS? Here's How to Supercharge It

Lew Jaffe | Capstone Business Performance Advisors

If you run EOS and you're still chasing people, the system isn't failing. Something underneath it is.

EOS is a strong operating system. Plenty of the CEOs we work with run it, and we tell them to keep it. It gives a leadership team the practices: clear expectations, good communication, a steady weekly meeting, quarterly one-on-ones, reward and recognition.

What it can't tell you is why one practice stalls with one person on one team.

That's the gap we fill at Capstone. We call it Unlock Hidden Performance. It sits on top of whatever operating system you already run, EOS, OKRs or your own, and finds the constraint the system can't see.

The core is S-A-T-P-R, a 5-letter diagnostic I built and have used for years: Skill, Attitude, Tools, Process, Repeat. Here's how it maps:

Expectations aren't sticking? Check Skill and Process. People can't meet a standard they were never trained on, or one that only lives in your head.

Communication keeps breaking down? Check Tools and Process. Usually the problem is where the information lives and how it moves, not the people.

The weekly meeting feels like a status report? Check Process. Same day, same time, same agenda, or the real issues never surface.

Quarterly conversations feel like a formality? Ask four questions. What's your goal? What actions get you there? What's in the way? How will you stay on track?

Recognition isn't changing behavior? Now check Attitude. It's the last explanation you're allowed to settle on, never the first.

Then Repeat. Every 90 days, on every key role.

I've led and scaled multiple companies, ones I founded and ones where I was the hired gun, private and public, up to \$750 million. The operating system never separated the teams that executed from the ones that didn't. What separated them was whether someone diagnosed what sat underneath it.

Keep your operating system. Stop guessing why it stalls.

If you run EOS, which practice stalls most on your team?

Running EOS and want an outside operator to find what's stalling it? Book a 30-minute Capstone Breakthrough Call: calendly.com/lew-lewjaffe

EOS® is a registered trademark of EOS Worldwide, LLC. Capstone is not affiliated with EOS Worldwide.