



Accelerate Your MSP

Syllabus

Updated: March 2026

Training Overview

This training is designed to help early-stage MSPs move from strategic vision to operational execution. Throughout four interactive sessions, participants will learn how to define clear business outcomes, set actionable KPIs and OKRs, and build alignment between vision and daily operations. Leveraging proven frameworks, this process empowers MSP leaders to overcome common growth challenges, document their vision, and drive accountability throughout their teams.

This training is designed for:

- **New MSP Owners**
- **MSP Leadership**

Training Inclusions

- **4-hours of virtual, interactive content taught by an expert instructor with MSP expertise**
- **Downloadable videos* of the content you can watch on-demand at your convenience**
- **Downloadable slide decks, handouts and resources**

Learning Objectives

Partners attending this training will learn how to:

- **Define a clear, motivating vision**
- **Translate big ideas into measurable results**
- **Align people, processes and priorities**
- **Drive accountability through execution-focused leadership**
- **Use practical tools to move faster and smarter**
- **Take immediate action to accelerate MSP growth**

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

Training Topics

Session 1: The Importance of Why

- **Your Destination: Crafting Your Why**
- **Your Map: Where You’re Headed and Why It Matters**
- **Your Mission: How You’re Getting There**
- **Your Compass: Values That Guide Every Decision**
- **Your Challenges: Common Pitfalls**

Session 2: Translating Vision into Measurable Goals

- **Linking Strategy to Execution: Why Measurement Matters**
- **Strategic Clarity: Why Vision Drives Execution**
- **Building Your Strategic Map: OKR Framework Deep Dive**
 - 3 Years, 1 Year, 1 Quarter
- **Clarify Your Goals: Make Them SMART and Impactful**

Session 3: Operational Growth

- **Roles and Responsibilities: Accountability Chart**
 - Visionary – Integrator
 - Right People – Right seats
 - Get It – Want it – Capacity
 - Signs You Have the Wrong People in the Wrong Seats
- **Operational Discipline: Processes that Scale Your Business**
- **Prioritization Techniques: Focus on What Moves the Needle**

Session 4: Driving Execution Through Leadership

- **Leadership’s Role in Execution**
- **Common Leadership Pitfalls**
- **Scorecard Design: Tracking progress weekly**
- **Meeting Cadence: Weekly, monthly, quarterly**
- **Meeting Structure That Drives Results**
 - Metrics Review: Keeping Score Visible
 - Issues Discussion
 - Problem Solving: IDS

Meet the Instructor



Lane Smith
Executive Coach

Email: ismith@pax8.com

LinkedIn: www.linkedin.com/in/lanerichardsmith/

Explore your next steps with Pax8 Academy

- **On-Demand Learning**
 - [How to Build Long-Term Business Goals](#)
- **Instructor-Led Training**
 - [Strategic Growth: People](#)
 - [Strategic Growth: Execution](#)
- **Peer Groups**
 - Connect, collaborate and grow with a [Peer Group](#)
- **Coaching**
 - Transform your business with coaching for [Value Creation](#), [Operations](#), [Sales](#) and [Security](#)

Register for this training through the Instructor-Led Training Subscription

Already have a subscription? [Register](#) for the next training session!

Want to [learn more](#) about subscriptions? Discover how to get your team started today!

- [1-5 employees](#)
- [6-25 employees](#)
- [26-50 employees](#)
- [51+ employees](#)

EOS Worldwide

EOS, the Entrepreneurial Operating System, is a complete set of simple concepts and practical tools that helps entrepreneurs get what they want from their businesses.

How to Write SMART Goals

The SMART in SMART goals stands for Specific, Measurable, Achievable, Relevant and Time-Bound. It's easier to succeed when you have clearly defined objectives that are based in reality.

OKRs: The Ultimate Guide

OKRs (Objectives and Key Results) are a popular management strategy for defining objectives and tracking results. Setting OKRs helps create alignment and engagement around measurable goals.