



FRICTION CLINIC WORKSHEET

Map one decision that **keeps coming back**

Pick one decision that lands on your desk again and again. Ten minutes on this page tells you why, and what would hand it back for good.

1

The decision

What is it, who keeps bringing it to you, and how often?

2

Why it comes back: tick one

Be honest. Most of the time it is the last one.

☐ **Skill**

They can't do it yet. They would need to be shown how.

☐ **Will**

They could, but they don't want to own it, or don't see why they should.

☐ **Blind spot**

They don't see that it is theirs, or what good looks like.

☐ **Friction**

Nothing tells them they're allowed to: no authority, no information, no time.

3

What it costs you

Hours a week it takes from you and from them, and what waits while it sits with you.

4

The decision rule

Write the rule that lets them decide without you.

[Who] decides [what] up to [limit], using [information]. They tell [whom] by [when]. It only comes to me if [exception].

5

Who owns it from Monday

Name, the date you will tell them, and when you will check it has held.



Got more than one of these?

Book a free 30-minute friction diagnostic. Jimmy Burroughes looks at where decisions stall across your managers, which of the four reasons sits behind it and what it costs in hours and dollars.

jblhighperformance.com/book-diagnostic