

# STARTING POINTS

## SAMPLE QUESTIONS



**THE ORIGINAL OPERATIONALLY  
CURIOUS  
CARD DECK**

**BY SAM GOODMAN**  
 **THE HOP NERD LLC**



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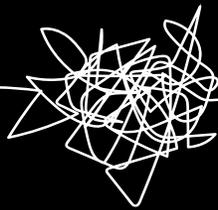
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## ***FIRST EDITION***

JANUARY, 2021

# SP



Welcome! This sample is a glimpse into the power of **'Starting Points,'** designed to spark operational curiosity and drive meaningful conversations at work.

These questions are crafted to help you and your team delve deeper, uncover hidden insights, and discover operational reality, allowing your organization to learn, improve, and innovate.

Here are three ways you can fully utilize 'Starting Points':

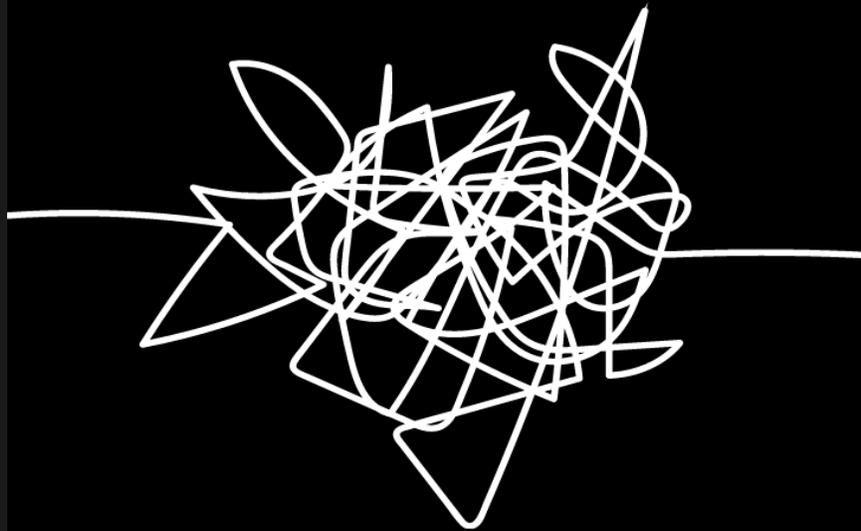
- **Purchase the Original Card Decks:** Get the complete collection of thoughtfully curated questions, ready for immediate use in the field, workshops, meetings, and more.
- **Purchase the Learning Journals:** Combine the power of the cards with note-taking to maximize learning and application.
- **License 'Starting Points':** Tailor these powerful questions to perfectly align with your organization's specific needs, training programs, and internal resources. Integrate them seamlessly to drive widespread impact and foster a culture of operational curiosity unique to your team.

No matter the way you choose to bring our operationally curious conversation starters into your organization, you can explore each option at **THEHOPNERD.COM/SP**

Enjoy this sample, and ***discover how 'Starting Points' can transform your approach to operational learning.***



**STARTING  
POINTS**



OPERATIONALLY  
CURIOUS  
QUESTIONS™

BY SAM GOODMAN  
THE HOP NERD LLC

OPERATIONALLY CURIOUS QUESTIONS

Where do you feel  
you must overly  
adapt to get things  
done?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that just never  
seems to work  
right?

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OPERATIONALLY CURIOUS QUESTIONS

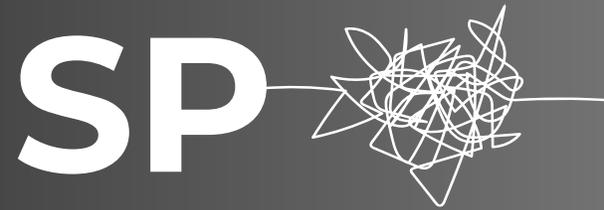
Where is the next  
serious event going  
to happen?

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OPERATIONALLY CURIOUS QUESTIONS

What's the dumbest  
thing you have to do  
working here?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that's important,  
but the company  
seems to overlook?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me  
about something  
that is currently  
going wrong?

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OPERATIONALLY CURIOUS QUESTIONS

What are some  
areas of your job  
that feel overly  
complicated?

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OPERATIONALLY CURIOUS QUESTIONS

**Is there a process or  
piece of equipment  
that always seems  
to be giving you  
problems?**

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that we do that just  
doesn't make any  
sense?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
in your day that  
feels needlessly  
complicated?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me  
about a recent close  
call you've  
experienced while  
performing your  
job?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me  
about a normal  
"everyday" task?

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OPERATIONALLY CURIOUS QUESTIONS

Where are  
workarounds  
required to get your  
work done?

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OPERATIONALLY CURIOUS QUESTIONS

What does a good  
day look like?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
in your job that is  
very unpredictable?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
in your job that is  
very predictable?

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OPERATIONALLY CURIOUS QUESTIONS

Where is it really  
easy to make a  
mistake?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me  
about your normal,  
everyday work?

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OPERATIONALLY CURIOUS QUESTIONS

Where do our  
processes feel  
strong?

Where do they feel  
weak or brittle?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me  
about areas of your  
work that feel  
murky or unclear?

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OPERATIONALLY CURIOUS QUESTIONS

Have you  
experienced  
anything in your  
work that has  
surprised you?

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OPERATIONALLY CURIOUS QUESTIONS

How hard is it to get  
things done?

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OPERATIONALLY CURIOUS QUESTIONS

What does a bad  
day look like?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me  
about something  
that feels really  
risky in your job?

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OPERATIONALLY CURIOUS QUESTIONS

If you could change  
one thing about the  
company, what  
would it be?

Why?

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OPERATIONALLY CURIOUS QUESTIONS

**What is something  
that is really  
dangerous that we  
are not paying  
enough attention  
to?**

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OPERATIONALLY CURIOUS QUESTIONS

If you could remove  
one procedure right  
now, what would it  
be?

Why?

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OPERATIONALLY CURIOUS QUESTIONS

What is a procedure  
you really depend  
on?

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OPERATIONALLY CURIOUS QUESTIONS

Where do the  
procedures work  
really well?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that leaves you  
frustrated?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that we're great at?

Why do you think  
that is?

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OPERATIONALLY CURIOUS QUESTIONS

If there was one  
thing you could  
change right now,  
what would it be?

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OPERATIONALLY CURIOUS QUESTIONS

Where do you  
believe the next  
operational upset  
will occur?

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OPERATIONALLY CURIOUS QUESTIONS

Where are things  
nearing failure?

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OPERATIONALLY CURIOUS QUESTIONS

Can you walk me  
through your  
normal day?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me  
about a situation  
that scared you?

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OPERATIONALLY CURIOUS QUESTIONS

Where do the  
procedures not  
work well?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me  
about a time that  
things went really  
well but shouldn't  
have?

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OPERATIONALLY CURIOUS QUESTIONS

**Tell me about a  
recent situation  
that was too close  
for comfort?**

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that you need, but  
just can't get?

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OPERATIONALLY CURIOUS QUESTIONS

Where do things  
normally go well,  
but shouldn't?

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OPERATIONALLY CURIOUS QUESTIONS

What's the toughest  
part of your daily  
job?

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OPERATIONALLY CURIOUS QUESTIONS

What rules are just  
too hard to follow?

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OPERATIONALLY CURIOUS QUESTIONS

What rules simply  
do not make sense?

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OPERATIONALLY CURIOUS QUESTIONS

Where does it make  
sense to work  
around the rules?

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OPERATIONALLY CURIOUS QUESTIONS

Has anything  
changed (for better  
or worse) in your  
day-to-day job?

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OPERATIONALLY CURIOUS QUESTIONS

We have been  
focusing on doing  
things differently  
with \_\_\_\_\_, what  
kind of changes  
have you noticed?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that we should stop  
doing?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that we should stop  
doing?

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OPERATIONALLY CURIOUS QUESTIONS

What is something  
that we should start  
doing?

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OPERATIONALLY CURIOUS QUESTIONS

Where are things  
more challenging  
than they should  
be?

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OPERATIONALLY CURIOUS QUESTIONS

What are we really,  
really good at?

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OPERATIONALLY CURIOUS QUESTIONS

Where could we do  
better?

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