

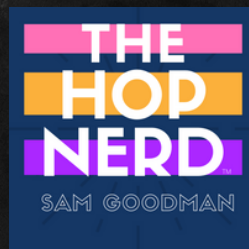
# PAIN POINTS...

## Common organizational pain points:

Things that are harder than they should be  
People can't get what they need – tools,  
equipment, funding, help, etc.  
Frivolous rules and hard to follow policies  
Impossible to use procedures or guidance  
And many more...

## pain points often sound like:

That thing never works right...  
It's way too hard to...  
I don't know why we...  
It's so dumb that we have to...  
We must make do with...  
We can't get...  
And many more...



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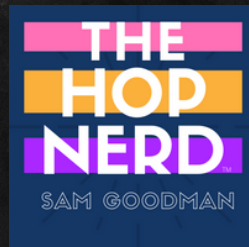
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# BETTER QUESTIONS TO DISCOVER PAIN POINTS...

A few of my favorite questions for  
examining for pain points:

What is harder than it should be?  
What is the toughest part of your  
daily job?  
What is the dumbest thing you have  
to do working here?

The use of learning explorations or learning teams is a phenomenal way to learn about the existence of, or more about, the pain points employees face in everyday normal work. But even a simple conversation goes a long way in discovering the existence of these headache and heartache generating difficulties faced by those getting shit done.



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SAM GOODMAN | [THEHOPNERD@GMAIL.COM](mailto:THEHOPNERD@GMAIL.COM) | [WWW.THEHOPNERD.COM](http://WWW.THEHOPNERD.COM) | 480-521-5893