

01 / THE DECISION WORKSHEET

Better Questions, Better Decisions

Choose one real business challenge. Separate what you know from what you assume, then connect your response to the people and work it will affect.

1. Name the problem before the solution.

What is happening? To whom? What baseline tells you this matters?

2. Find the missing perspective.

What do the data, frontline employees and leaders each reveal? What would change your mind?

3. Compare the tradeoffs.

What could each option improve? What might it leave unresolved or make harder?

4. Connect the response.

Which actions need to work together? What is the smallest useful test, and who owns it?

5. Decide how you will know.

What measure will you revisit, by what date? What would make you adjust, stop or expand?

02 / LEADERSHIP CONVERSATION PROMPTS

Ask one more question.

Use one prompt in your next conversation. Listen for specifics, reflect back what you heard and agree on a next step before moving on.

WHEN A PROBLEM KEEPS RETURNING

What are we solving repeatedly that we could understand once?

Look for recurring conditions, handoffs and conflicting expectations.

WHEN PEOPLE SEE DIFFERENT PROBLEMS

What does this situation look like from where you sit?

Ask for an example before interpreting motives or proposing a fix.

WHEN AN IDEA SEEMS OBVIOUS

What would have to be true for this to work?

Name assumptions, constraints and evidence that could challenge the idea.

WHEN ONE FIX CREATES ANOTHER PROBLEM

If we improve this, what else might change?

Consider workload, service, cost, trust and who carries the consequence.

WHEN THE MEETING IS ALMOST OVER

What will we do, who owns it, and when will we check back?

Make the next step visible. Revisit the result, not just whether a task was done.