



## Worksheet Instructions: Tackling Friction Points

**In Bizpods 4: Friction Points, we dig into one of the most overlooked realities in small business:**

You don't fail because of the big stuff. You fail because of the little things that keep dragging you off course—over and over again.

We call these friction points. They're the clunky, frustrating, or flat-out broken parts of your business that create daily drag—on your time, your money, your energy, and your momentum.

This worksheet is here to help you spot the friction, name it, and fix it—before it keeps costing you more than you can afford.

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### How to Use This Worksheet

Take one friction point at a time and work through the following sections. Don't overthink it—be honest, specific, and solution-focused.

#### 1. Describe the Friction Point

What's the issue? This could be anything from a sloppy sales process, a missing team member, constant miscommunication, or customers slipping through the cracks. If it slows you down or stresses you out—it's friction.

#### 2. Who or What Is the Cause?

Call it out. Is it a person? A system? A missing SOP? A tech tool that never works? Be specific, not accusatory—this isn't about blame, it's about truth.

#### 3. What Exact Result Am I Trying to Achieve?

What does *done* look like? If this friction point were fixed, what would be happening instead? Describe the clear, measurable outcome you want.

#### 4. Do I Really Want to Solve It... or Am I Willing to Live with It?

This is the gut-check. Not everything gets fixed—some stuff just becomes background noise. Decide: Is this worth your time and resources, or is it just annoying?

#### 5. Suggested Process to Solve This Friction Point

List the steps, process, or approach that might fix it. Don't worry about being perfect—just think like a business owner. What *would* fix it if you had to solve it today?

## 6. Who Is Responsible for Implementing?

Someone's gotta take the first swing. Who will put the fix in place?

## 7. Who Is Responsible for Testing?

Who makes sure the fix actually works? Testing matters—because most “solutions” don't stick without feedback.

## 8. Due Date for Implementation and Testing

Deadlines drive results. Write down the date the fix will be implemented, tested, and evaluated.

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### Why This Worksheet Matters (According to Bizosophy)

Small, unresolved friction points quietly bleed your business.

They don't always scream—but they steal.

They steal time, energy, money, focus, trust, and sometimes even your team.

Bizosophy is about fixing what's broken—on purpose and with a plan.

This worksheet gives you the tool to do just that.

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“You don't need more effort. You need less friction.”

— Bob Scott

**Describe a friction point:**

**Who or what is the cause?**

- ☐ Owner   ☐ Manager   ☐ Employee   ☐ Vendor   ☐ Competitor   ☐ Customer
- ☐ Our current process   ☐ Our lack of a process   ☐ It's an unexpected, random event

**Describe the real cause in greater detail?**

**What exact result am I trying to achieve?**

**Do I really want to solve this friction point or am I prepared to live with it?**

- ☐ I want it solved   ☐ I'll just live with it

**Suggested process to solve this friction point:**

- |          |          |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

**Who is responsible for implementing this process?** \_\_\_\_\_

**Who is responsible for testing this process?** \_\_\_\_\_

**This process should be implemented and tested by what date?** \_\_\_\_\_