Key Frustrations Process Worksheet

This worksheet guides you step by step through the Key Frustrations Process. The seven steps of the process are outlined below.

Step 1: Identify one frustration you have in your business. Write it down. Remember, you can only work through one frustration at a time, so be specific.

What’s bothering me?

Step 2: Classify the primary cause of your frustration.

- Self-Directed: Am I the major cause of the frustration?
- Outer-Directed: Is someone or something else the cause of the frustration?
- System-Directed: Is it predominantly the absence of a system?

If the cause of the frustration is Self-Directed or Outer-Directed, restate it in the form of a System-Directed frustration. Depersonalize it and focus on the results you want.

Step 3: Determine the underlying business condition. Ask specific, probing questions to achieve clarity on the cause of the frustration. Be thorough. It’s better to ask too many questions than too few. The heart of the process is recognizing the real problem.

In addition to asking questions to understand the cause of your frustration, ask questions to quantify the condition to establish its magnitude. Quantification can reveal important clues for solving the problem.

Below are a few examples of questions to help you get started, but keep asking! There are many more questions you can ask regarding what’s really going on.

Specifically, how is my business impacted by my frustration?
What are the specific examples of when/where/how this frustration occurs?
What are the results I’m not achieving in my business because of this frustration?
Step 4: Translate the specific frustrating condition into a generic system solution.  
Don’t be surprised if you identify more than one system solution.

What kind of system would eliminate the frustrating condition I’m experiencing?  
What result would have to be produced by a system designed to eliminate this frustration?

Step 5: Affirm your commitment to eliminating the frustration.

Do I really want to remedy this frustrating condition, or would I rather live with the frustration?

Step 6: Begin the process of designing the specific, detailed system solution to the frustrating condition in your business. Use a separate sheet of paper to outline the system design elements that are needed.

Who will be accountable for designing the system?  
What are the main steps to be included in the system?  
What operating forms and documents are needed?  
What scripts are needed?  
What elements of the management information package are needed?  
What training has to take place?  
What enforcement policies and procedures are needed?  
How will the new system be positioned, and how will employees be notified?  
How will the implementation be rolled out?

Step 7: Based on your response to Step 5, and the impact provided by eliminating this frustration, set a timeline and make sure it gets done! The sooner you implement the solution, the faster you’ll see results.

When will the system solution to the frustration be implemented?  
When will the system solution to the frustration be complete?