

Outcomes

Outcomes are tangible results, often expressed in terms of time and money.

What results are we seeing?
What happens because of our behavior?
What are we getting done?
What is the impact?

Behaviors

Behaviors are specific, concrete, tangible and observable.

What does a great day here look like?
What does a terrible day here look like?
How do we do things around here?
What is a specific example of a typical behavior?
How would you describe it as a scene in a movie?
Can you tell a story about a typical pattern of behavior?
How does that make you feel?

Enablers and blockers

Enablers enable behaviors, blockers block behaviors.

Some are formal and explicit, like rules, incentives, and procedures.

Others are informal and implicit, like unwritten rules, habits, and routines.

Why do we behave in the way that we do?
What causes or influences our behaviors?
What are leaders saying or doing that enable these behaviors?
How are people rewarded for their behaviors (both positive and negative)?
How does the physical workspace enable certain behaviors?
What needs are being met by these behaviors?
What blocks us from behaving differently?
What are the unwritten rules?
What habits or routines are easy to change? Why?