



Tips for Uncovering “Burning Hassles”

- 1.** Troubleshoot any **clogged communications** that delay or distort important broadcasts. These could be dragging down both productivity and morale.
- 2.** Identify **missing information**, such as incomplete, outdated, or inaccurate procedures, standards, schedules, facts, or data needed to do a job. Supply the information as soon as possible, and be sure to maintain it regularly.
- 3.** Be alert for **poor cooperation** from managers, peers, or suppliers. And by all means, don’t “shoot the messenger” when people report these problems!
- 4.** Check for any **absent or inadequate tools**, equipment, space, lighting, or supplies. These conditions can seriously reduce the ability to do one’s job.
- 5.** Uncover **overly complex procedures** that can be simplified, automated, or even eliminated. The simpler you can make your processes, the better!
- 6.** Correct any **work environments or conditions** that are problematic or unsafe. Do everything possible to avoid accidents and liability concerns.
- 7.** Recognize where **task support** ought to be coming from supervision, job aids, quick reference guides, or online assistance. If it’s missing, supply it!
- 8.** Look for and reduce **extreme work pressure** due to unattainable deadlines or workloads. People can’t sustain their productivity under these conditions.
- 9.** Be sure people have regular, complete **feedback** on performance quality, including timely access to data about customer desires and concerns.
- 10.** Sort out any **conflicting priorities or directions** from authority figures. When people work on multiple projects, this type of confusion is common.

And Here’s a Bonus Tip:

It’s important to clear up situations in which someone has the responsibility to do a job but **lacks the authority to act**. Until that’s resolved, work is an uphill battle!

Are you unsure of where to begin identifying *your* burning hassles? Try asking your staff or colleagues what’s impeding their work. **Remember to use these ground rules:** No blaming or accusing! *Everyone* should feel free to speak up without being criticized, and *everyone* can help brainstorm the solutions.