



SPOT & FIX WHAT'S SLOWING YOUR TEAM DOWN

4-STEP FRICTION AUDIT





Step 1: List Common Frustrations

Capture feedback from HR, managers, and employees. What tasks feel harder than they should?

- _____
- _____
- _____

Examples:

- “I always forget where to find the latest policy doc.”
- “I have to message three people just to approve a time-off request.”
- “I enter the same info in two different systems.”

Step 2: Identify the Root Cause

For each frustration, dig into what’s causing it:

Frustration	Root Cause	Notes
Time-off approvals are delayed	No clear owner or multi-step manual process	
People can’t find documents	Folder chaos or lack of centralized system	
Manual data entry / multiple platforms	Tools not integrated	





Step 3: Classify the Friction Type

Friction Type	Description
Repetition	Same task/data in multiple places
Ambiguity	Confusion over who owns what
Access	Can't find or access the info/tool needed
Bottleneck	Waiting on approvals or handoffs
Manual Process	Tasks that could be automated or templated

Check the boxes that apply for each pain point.

Step 4: Prioritize Fixes

Start small. What are 1-3 low-effort changes that would reduce friction?

- _____
- _____
- _____

Examples:

- Create a shared HR resource folder with clear naming
- Automate time-off requests through your HRIS
- Add step-by-step task guides in onboarding templates

Fix the friction, and you'll fix the burnout before it starts.

