

# Frontline Fixes – Leader Worksheet

Use this tool consistently to pull improvement ideas from frontline teams and convert them into tested, implemented wins.

## SET THE CONTEXT

Team/Area: \_\_\_\_\_ Date: \_\_\_\_\_ Leader: \_\_\_\_\_

Objective this week (concise): \_\_\_\_\_

## PSYCHOLOGICAL SAFETY CHECK (USE BEFORE YOU ASK FOR IDEAS)

- I will start by admitting one thing I don't know / one risk I want help seeing.
- I will ask for problems, not blame: "Where does the work fight you?"
- I will respond with appreciation first, even if I disagree.
- I will close the loop on every idea within 72 hours (yes/no + next step).

## THE ASK (USE THESE PROMPTS IN A 10-MINUTE HUDDLE)

- 🔄 SAFETY: "Where did we get lucky this week?" (exposes near-misses, exposures, weak signals)
- 🔄 QUALITY: "What rework or workaround do we do that shouldn't exist?"
- 🔄 RELIABILITY: "What failure is repeating, and what early warning do you see each time?"
- 🔄 TIME/EFFICIENCY: "What is the #1 bottleneck that slows the job down?"

## CONVERT IDEAS INTO ACTION (PICK 1-3 TO TEST)

Problem/Friction Observed	Idea (In their words)	Potential Impact	Potential Effort	Owner + Next Step

## CLOSE THE LOOP (FOLLOW UP WITH YOUR TEAM)

Don't forget to follow up with your team after the huddle, sharing the information captured above. For ideas that were not accepted, communicate the decision and provide clear reasoning. Reinforce the value of the discussion and encourage ongoing contributions. For ideas moving forward, schedule follow-ups at key milestones, and keep your team informed about upcoming challenges and expected timelines for updates.

