

Why do they keep asking me this?

... and how to fix it: A quick audit for business owners

Check any statement that feels familiar.

1. "I've gone over this 3 times!"
2. "When X (that one person with the answers in their head) isn't around, everything slows down."
3. "We have instructions ... somewhere?"
4. "Everyone does this differently."
5. "People get stuck, miss steps or mess up."
6. "I set this up a new way, but they still use the old way."
7. "It'll be faster if I just do it myself."

Scoring:

0-2 checks – Yay! Clear processes are (mostly) in place. But even the most organized, prepared small businesses could tighten up.

- Are your forms and templates uncluttered and user-friendly?
- Does your website content teach about your business concisely? Is it crowded or readable?

3-4 checks – Um ... They're relying on people more than processes and systems. That's costing you time.

- Are you prepared when a key employee goes on vacation? Retires? Could someone else pick up where they left off?
- When you bring in a new technology, is there a plan to teach each employee the features that'll be a game-changer for their work?

5-7 checks – **There's an issue** in how work is captured, organized, and shared. *Your work needs straightening out.*

- Is the thought of organizing ideas for a presentation and designing basic slides scary?
- Who writes content for you?
- Do people know how to find what they need in your electronic files and folders?
- Could work continue if someone had to take an unexpected leave?

**3 or more checks means it's not a people problem...
It's a process problem.**

I help small business owners and leaders solve issues like this.
Book a **free 30-minute Process Clarity Call.**

We'll pinpoint where you're getting stuck and what to fix first.

<https://calendly.com/elizabethnover/30min>
YourWorkStraightenedOut.com/quickaudit

**YOUR WORK
STRAIGHTENED OUT**



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