

HIDDEN HANDBRAKE FINDER

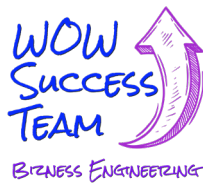
A practical worksheet to identify where your business is losing momentum through unclear decisions, manual effort, disconnected tools, and invisible follow-up gaps.



WHY USE THIS FINDER

Most operational slowdowns are not dramatic. They are small points of friction that happen so often they start to feel normal.

Use this finder to spot the handbrakes that make work heavier than it needs to be. You do not need perfect answers. The goal is to notice patterns, name the drag, and choose one practical improvement to make next.



How To Score Each Area

- 0 = Not a problem right now.
- 1 = Occasionally slows us down.
- 2 = Regularly slows us down.
- 3 = Creates real drag, rework, missed follow-up, or owner dependency.

Add notes beside any item that scores 2 or 3. Those notes are often more useful than the number.

Decision Handbrakes

[0] [1] [2] [3] Team members pause because they are unsure who can approve the next step.

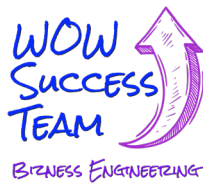
[0] [1] [2] [3] Repeat situations still come back to the owner for a decision.

[0] [1] [2] [3] Customers receive different answers depending on who responds.

[0] [1] [2] [3] Work waits when the owner is unavailable.

[0] [1] [2] [3] Decision rules live in someone's head instead of inside the workflow.

Notes:



Follow-Up Handbrakes

[0] [1] [2] [3] Leads or customer requests rely on someone remembering the next step.

[0] [1] [2] [3] Open items are tracked in inboxes, sticky notes, messages, or memory.

[0] [1] [2] [3] Follow-up timing varies from person to person.

[0] [1] [2] [3] The team cannot quickly see what is waiting, overdue, or unassigned.

[0] [1] [2] [3] A prospect or customer has to ask for an update before the business responds.

Notes:

Tool And Handoff Handbrakes

[0] [1] [2] [3] The same information gets entered in more than one place.

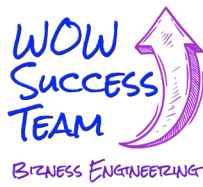
[0] [1] [2] [3] People manually move details between the website, inbox, CRM, calendar, project tracker, or accounting system.

[0] [1] [2] [3] Handoffs depend on side conversations instead of visible next steps.

[0] [1] [2] [3] The team checks multiple systems to understand one customer, project, or request.

[0] [1] [2] [3] Important context gets lost when work moves from one person or tool to another.

Notes:



VISIBILITY HANDBRAKES

[0] [1] [2] [3] The owner has to ask for updates to know what is stuck.

[0] [1] [2] [3] Reports show what happened after the fact, but not what needs attention now.

[0] [1] [2] [3] The business cannot easily see which leads, projects, or requests are waiting.

[0] [1] [2] [3] Weekly decisions depend on manual status gathering.

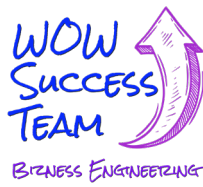
[0] [1] [2] [3] Problems become obvious only after customers or team members feel them.

Notes:

FIND THE PATTERN

Review every item you scored 2 or 3. Then answer these questions:

- Which handbrake shows up most often?
- Where does the slowdown affect leads, customers, or cash flow?
- Where does the slowdown create owner dependency?
- Which fix would make work easier for the team within the next 30 days?



CHOOSE ONE IMPROVEMENT

Pick one handbrake to improve first. Keep it practical and visible.

The handbrake we will address first is:

The current friction is:

The clearer rule, workflow, integration, or visibility point we need is:

The person responsible for moving this forward is:

The first small action we will take this week is:

WHEN YOU WANT HELP FINDING THE REAL DRAG

If this worksheet surfaces more than one handbrake, that is normal. The next step is not to fix everything at once. It is to identify which friction point is creating the most drag and design the simplest system improvement that will reduce it.

Schedule a Get Ready, Go conversation with WOWSuccessTeam:

<https://calendly.com/wowsuccessteam/get-ready-grow>

Or scan the QR code below:

