



# Friction to Flow

## Worksheet

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**Friction to Flow**  
Maximizing the impact of  
Courageous Energy

- Identify where your business/teams/systems make it harder than it needs to be.
- Where are you significantly spending your energy and why?
- Consider the incentives, structures and cultures you're asking people to operate in - do they aid courageous energy?

**Take Stock of Energy Flow / Friction**

*Have someone other than the team's leader survey the team ask ...*

*What does it **feel like** to create new things / get change done here?*

*Where are we **doing this well**?*

*Where do we need help because it is **harder than it needs to be**?*

*Where does it **grind**, where does it **flow**?*

*What happens **when an innovation doesn't pay-off**?*

*Where are **risks, rewards and incentives misaligned**?*

*Who do you **feel doesn't innovate enough**? Ask them why they aren't.*

*Where do you **want to be bold but hold back**? Why?*

*If you could **build it from the ground up**, what would it be like, and why?*

*What is the **courage needed here**?*

*What is the **transformation needed here**?*

**Engineer a culture where courageous change can flourish**

*What is the **intentionality needed here**?*

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*What needs to be **added, eliminated, increased, decreased**?*

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*What needs to **change to align asks with incentives / risks**?*

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