

CHECK BEFORE YOU BUILD

Use these quick checks to confirm whether a real performance problem exists or whether you're dealing with isolated issues, broken processes, or simple misunderstandings.

1. BEHAVIOURAL TRACE

Watch three people do the task for ten minutes.

Look for: skipped steps, workarounds, confusion, tool or process friction.

If everyone works differently, the issue is likely process or environment, not a skill gap.

2. ASK TWO PEOPLE

Ask two people who actually do the job:

"What gets in the way when you try to do this well?"

If both mention barriers rather than knowledge, fix those first. Training will not help until the obstacle is removed.

3. ERROR PATTERN CHECK

Review three recent examples of mistakes or issues.

If they follow the same pattern, you have a problem worth investigating.
If each error is different, you're probably looking at isolated incidents.