

SAMPLE QUESTIONS



OPERATIONALLY
CURIOUS
QUESTIONS

BY SAM GOODMAN

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Welcome! This sample is a glimpse into the power of '**Starting Points**,' designed to spark operational curiosity and drive meaningful conversations at work.

These questions are crafted to help you and your team delve deeper, uncover hidden insights, and discover operational reality, allowing your organization to learn, improve, and innovate.

Here are three ways you can fully utilize 'Starting Points':

- **Purchase the Original Card Decks:** Get the complete collection of thoughtfully curated questions, ready for immediate use in the field, workshops, meetings, and more.
- **Purchase the Learning Journals:** Combine the power of the cards with note-taking to maximize learning and application.
- **License 'Starting Points':** Tailor these powerful questions to perfectly align with your organization's specific needs, training programs, and internal resources. Integrate them seamlessly to drive widespread impact and foster a culture of operational curiosity unique to your team.

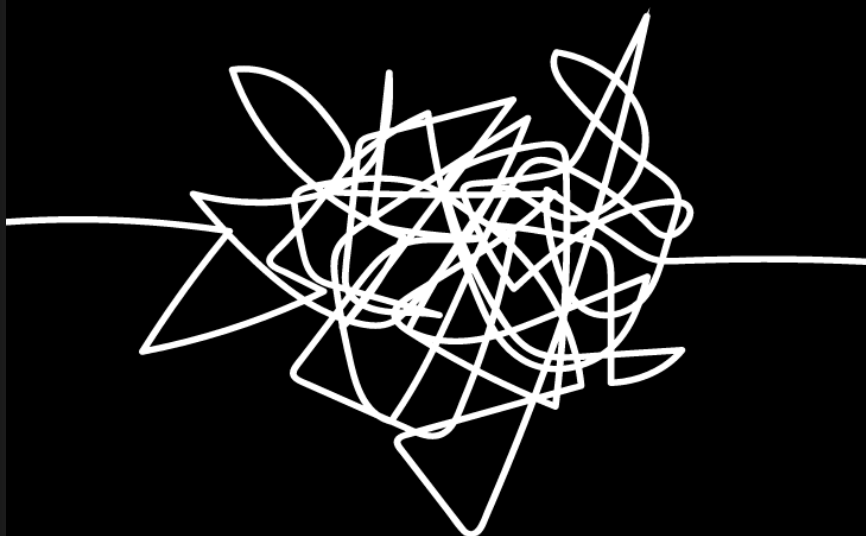
No matter the way you choose to bring our operationally curious conversation starters into your organization, you can explore each option at **THEHOPNERD.COM/SP**

Enjoy this sample, and ***discover how 'Starting Points' can transform your approach to operational learning.***





STARTING POINTS



OPERATIONALLY
CURIOUS
QUESTIONS™

BY SAM GOODMAN
THE HOP NERD LLC



OPERATIONALLY CURIOUS QUESTIONS

Where do you feel
you must overly
adapt to get things
done?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that just never
seems to work
right?

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OPERATIONALLY CURIOUS QUESTIONS

Where is the next
serious event going
to happen?

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OPERATIONALLY CURIOUS QUESTIONS

What's the dumbest
thing you have to do
working here?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that's important,
but the company
seems to overlook?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me
about something
that is currently
going wrong?

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OPERATIONALLY CURIOUS QUESTIONS

What are some
areas of your job
that feel overly
complicated?

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OPERATIONALLY CURIOUS QUESTIONS

Is there a process or
piece of equipment
that always seems
to be giving you
problems?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that we do that just
doesn't make any
sense?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
in your day that
feels needlessly
complicated?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me
about a recent close
call you've
experienced while
performing your
job?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me
about a normal
"everyday" task?

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OPERATIONALLY CURIOUS QUESTIONS

Where are
workarounds
required to get your
work done?

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OPERATIONALLY CURIOUS QUESTIONS

What does a good
day look like?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
in your job that is
very unpredictable?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
in your job that is
very predictable?

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OPERATIONALLY CURIOUS QUESTIONS

Where is it really
easy to make a
mistake?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me
about your normal,
everyday work?

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OPERATIONALLY CURIOUS QUESTIONS

Where do our
processes feel
strong?

Where do they feel
weak or brittle?

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OPERATIONALLY CURIOUS QUESTIONS

Can you teach me
about areas of your
work that feel
murky or unclear?

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OPERATIONALLY CURIOUS QUESTIONS

Have you
experienced
anything in your
work that has
surprised you?

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OPERATIONALLY CURIOUS QUESTIONS

How hard is it to get
things done?

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OPERATIONALLY CURIOUS QUESTIONS

What does a bad
day look like?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me
about something
that feels really
risky in your job?

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OPERATIONALLY CURIOUS QUESTIONS

If you could change
one thing about the
company, what
would it be?

Why?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that is really
dangerous that we
are not paying
enough attention
to?

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OPERATIONALLY CURIOUS QUESTIONS

If you could remove
one procedure right
now, what would it
be?

Why?

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OPERATIONALLY CURIOUS QUESTIONS

What is a procedure
you really depend
on?

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OPERATIONALLY CURIOUS QUESTIONS

Where do the
procedures work
really well?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that leaves you
frustrated?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that we're great at?

Why do you think
that is?

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OPERATIONALLY CURIOUS QUESTIONS

If there was one
thing you could
change right now,
what would it be?

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OPERATIONALLY CURIOUS QUESTIONS

Where do you
believe the next
operational upset
will occur?

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OPERATIONALLY CURIOUS QUESTIONS

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believe the next
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will occur?

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OPERATIONALLY CURIOUS QUESTIONS

Where are things
nearing failure?

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OPERATIONALLY CURIOUS QUESTIONS

Can you walk me
through your
normal day?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me
about a situation
that scared you?

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OPERATIONALLY CURIOUS QUESTIONS

Where do the
procedures not
work well?

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OPERATIONALLY CURIOUS QUESTIONS

Can you tell me
about a time that
things went really
well but shouldn't
have?

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OPERATIONALLY CURIOUS QUESTIONS

Tell me about a
recent situation
that was too close
for comfort?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that you need, but
just can't get?

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OPERATIONALLY CURIOUS QUESTIONS

Where do things
normally go well,
but shouldn't?

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OPERATIONALLY CURIOUS QUESTIONS

What's the toughest
part of your daily
job?

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OPERATIONALLY CURIOUS QUESTIONS

What rules are just
too hard to follow?

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OPERATIONALLY CURIOUS QUESTIONS

What rules simply
do not make sense?

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OPERATIONALLY CURIOUS QUESTIONS

Where does it make
sense to work
around the rules?

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OPERATIONALLY CURIOUS QUESTIONS

Has anything
changed (for better
or worse) in your
day-to-day job?

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OPERATIONALLY CURIOUS QUESTIONS

We have been
focusing on doing
things differently
with _____, what
kind of changes
have you noticed?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that we should stop
doing?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that we should stop
doing?

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OPERATIONALLY CURIOUS QUESTIONS

What is something
that we should start
doing?

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OPERATIONALLY CURIOUS QUESTIONS

Where are things
more challenging
than they should
be?

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OPERATIONALLY CURIOUS QUESTIONS

What are we really,
really good at?

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OPERATIONALLY CURIOUS QUESTIONS

Where could we do
better?

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