

Z-Process Toolkit

Now	Immediate	Reality Check Assess the current specifics and details
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Key Questions

<input type="checkbox"/> What is the current situation?	
<input type="checkbox"/> The key facts as they stand right now.	

- What are the available resources?
- What are the current constraints?
- Who are the people?
- What are the current deadlines?
- What is the financial status?
- What are the time constraints?
- Does more information need to be gathered?
- Have the involved parties been interviewed?
- Has someone visited the location?
- What additional locations are available?
- What additional resources could be acquired?

Additional Questions for this Decision/Situation/Challenge:

<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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Z-Process Toolkit

Stabilize	Consistency	Reality Check Assess the current specifics and details
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Key Questions	
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<input type="checkbox"/> What lead to the situation?	
<input type="checkbox"/> What has been tried before?	

- The history.
- What has lead to the current status?
- What has been done in the past?
- How has this problem been solved before?
- Why are we in this spot?
- Why did things happen as they did to end up here?
- What is repeatable?
- What precedents have been set?
- What is different than before?
- What was done well?
- What was done poorly?

Additional Questions for this Decision/Situation/Challenge:
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Z-Process Toolkit

Invent	Brainstorm	Innovate Forward Look at options and long-term implications
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Key Questions	
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<input type="checkbox"/> What outside solutions can be used?	
<input type="checkbox"/> What new ideas might be applied?	

- Brainstorm.
- What are the patterns involved?
- Are there solutions from similar industries?
- Are there ideas from other areas of the company?
- Are there patterns to the situation challenges?
- What commonalities exist?
- What other areas might solutions come from?
- What can be changed?
- What are the business trends?
- What are the trends of the problem?

Additional Questions for this Decision/Situation/Challenge:
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Z-Process Toolkit

Connect	Vision	Innovate Forward Look at options and long-term implications
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Key Questions	
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<input type="checkbox"/> Where do we want to be?	
<input type="checkbox"/> What fits the long-term strategy?	

- Visualize the future.
- How do all the elements fit together?
- What solutions address all issues?
- Is it in line with our long term strategy?
- What are the long term implications of the problem?
- What new perspectives can be used?
- What does a long term solution look like?
- What is the essence of the problem?
- What is the core need that should be addressed?
- What is a one year solution?
- What is a five year solution?

Additional Questions for this Decision/Situation/Challenge:

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Z-Process Toolkit

Execute	Steps	Execution Process Pros/cons and logical analysis
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Key Questions	
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<input type="checkbox"/> What is the measurable goal?	
<input type="checkbox"/> What are the core action steps?	

- Is there a step-by-step action plan?
- What do people have to do to reach the goal?
- What are the measurable objectives?
- What intermediate objectives need to be met?
- Which measurement is most important for the goal?
- What are the deadlines?
- How long do core actions take?
- When do tasks need to be started?
- What are the priorities of metrics and objectives?
- Who is responsible for each step?
- Which steps require more detail?

Additional Questions for this Decision/Situation/Challenge:

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Z-Process Toolkit

Analyze	Logic	Execution Process Pros/cons and logical analysis
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Key Questions

<input type="checkbox"/> Do the goals and steps logically fit the problem?	
<input type="checkbox"/> Are there more efficient methods?	

- Will the steps logically reach the measured goals?
- What are the probabilities of success and failure?
- What anomalies exist in the info and plan?
- How should the information be categorized?
- What parts of the plan are inefficient?
- Are all parts of the plan clearly understood?
- Which steps have the greatest risk?
- What other factors will logically impact results?
- What is the logical implication of the actions planned?
- What are the unforeseen consequences of the plan?
- What can be altered to make it more effective?

Additional Questions for this Decision/Situation/Challenge:

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Z-Process Toolkit

Consideration	Communication	Engaging People Impact of people and values
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Key Questions	
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<input type="checkbox"/> How will people react?	
<input type="checkbox"/> What is the best way to explain it to them?	

- What is the “Customer Experience”?
- How will people feel about this?
- Does it show that we care?
- Are others personal needs met?
- How do we avoid conflict/frustration?
- Are we using the right words?
- Are we providing immediate motivation?
- How will customers see this?
- How will employees sees this?
- How well do people understand the steps/process?
- Do the instructions cause confusion?

Additional Questions for this Decision/Situation/Challenge:
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Z-Process Toolkit

Values	Engage	Engaging People Impact of people and values
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Key Questions	
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<input type="checkbox"/> Will this build trust/loyalty/commitment?	
<input type="checkbox"/> Does this align with company/brand values?	

- Is it ethically right or wrong?
- Is this the right brand for the company?
- How do we engage intrinsic motivation?
- Will this be perceived positively in the future?
- Which of people's needs is being addressed?
- Will people feel they are contributing to something important?
- Will people feel the communication is authentic and truthful?
- Is the tone correct?
- Is this believable by customers and builds trust?
- Is this believable by employees and builds trust?
- How will this affect longer term connection and engagement?

Additional Questions for this Decision/Situation/Challenge:

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STEP RESEARCH