



WHAT'S YOUR DRAMA SCORE?

Find the friction before it becomes drama.

As businesses grow, roles, processes and systems don't always keep pace. How often do you see these signs of friction?

0 = Rarely/Never | 1 = Sometimes | 2 = Frequently

#	Statement	Score
1	Decisions routinely make their way back to the owner or senior leader.	____
2	Employees aren't always sure who has the authority to make a decision.	____
3	Certain employees have become the "go-to" people because they know how everything works.	____
4	Managers handle similar employee situations differently.	____
5	Work is sometimes duplicated because ownership isn't clear.	____
6	Important processes exist mostly in someone's head.	____
7	Employees have accumulated responsibilities that aren't clearly reflected in their roles.	____
8	Leaders spend time solving problems that someone else should be able to handle.	____
9	Workarounds have become a normal way of getting things done.	____
10	Everyone is busy, but important priorities are still harder to move forward than they should be.	____

YOUR DRAMA SCORE: ____ / 20

0-5 | LOW DRAMA. LOW FRICTION.

Your foundation appears to be keeping pace. Keep tending it as the business grows.

6-12 | LOW DRAMA. HIDDEN FRICTION.

Growth may be putting pressure on roles, systems or management practices that once worked well. Take a closer look.

13-20 | THE DRAMA ISN'T THE PROBLEM.

Your people may be compensating for gaps in ownership, structure or systems. Address them before friction becomes disruption.

ONE QUESTION WORTH ASKING

Are things working because you have good systems, or because you have good people compensating for the systems you don't have?

The Drama Score isn't a scientific assessment. It's a quick reflection tool designed to help growing businesses notice friction before it becomes a bigger problem.