

What keeps coming back to you?

A three-day DIY discovery exercise

For owners and managers who feel that work keeps waiting for them. Use this guide to notice recurring decisions, explore why they return, and choose one useful next action.

1 Prepare your daily log.

Print page 2 three times, one copy per day. Keep page 3 for the end. Or copy the four log headings into a notebook. Choose three typical working days and keep the log nearby.

2 Record the moments work comes back to you.

Whenever someone needs your decision or approval, note one example on page 2. Examples: a discount approval, a purchase request, a schedule change, or deciding who handles a customer issue. Capture up to five examples per day; brief notes are enough.

3 Fill in all four columns.

Write what decision was needed, the role that raised it, why they could not proceed, and what happened next. Record what you know; write "not sure" if the reason is unclear. Note a delay only if you observed one.

4 Compare your notes after day three.

Place the three daily logs side by side. Circle similar decisions and count how often they appeared in your notes. Then complete page 3: name one pattern, consider which approvals really need you, and explore one possible explanation.

5 Have one useful conversation.

Use your reflection to speak with the person handling that work. Compare your explanations before changing the process. If you want help exploring it, bring one observation to an optional free discussion with KaxonSys.

Record what comes back.

Use one copy each day. Record up to five examples as they happen. Follow the fictional example below; short notes are enough.

Day: 1 / 2 / 3 Date: _____

Today was: typical / unusually busy / quiet

What needed your decision or approval?	Who brought it? (role)	Why couldn't they proceed?	What waited or happened next?
Fictional example A routine customer discount	Sales lead	Unsure of the permitted discount range	Customer reply waited until the owner was available
1			
2			
3			
4			
5			

Observe the work, not the person. Use roles rather than names and leave out sensitive details. Some decisions properly need your input. If nothing comes up, note that; don't manufacture examples.

Notice the pattern.

After day three, compare your daily logs. Circle similar entries before answering these questions. A repeated pattern is a clue, not proof of its cause.

01 What kept repeating?

Name one recurring decision or missing piece of information. How many times did it appear in your notes? Which pattern is worth exploring first?

02 Which decisions genuinely needed you?

Consider risk, spending limits, or commitments only you can make. Which routine decisions might someone else handle with the right support?

03 What might help one decision move forward?

Choose one recurring decision. Is the missing piece clear limits, information, capability, authority, or something else? Treat your explanation as a hypothesis.

One small next step: compare perspectives.

Talk with the person handling that decision before changing the process. Ask: "What makes this come back to me, and what would help you handle it confidently?"

Decision to explore: _____

Role to speak with: _____ When: _____

What we will observe or try next: _____

Want to talk it through? Bring one observation to a free 15-30 minute discussion with KaxonSys. Contact the person who shared this worksheet to arrange it. You do not need to share the completed logs.

This short exercise reflects your observations. It does not establish root causes or assess the whole business. Three days is a starting point; an unusual week may need a longer look.