

# THE 100

Building Blocks for  
Business Leadership

# D29

Start-Stop-Continue-Hassles Survey

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## How to Use this Download

- Start/Stop/Continue and Hassles are a great question set for any company meeting or gathering
- Like all employee feedback, if there's consensus, act or go to great lengths to explain why you're not implementing the idea suggested

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## Purpose and Instructions

Twice a year, we gather your feedback to improve our business. After all of the feedback is gathered, all ideas will be shared with the company. Every idea will be implemented or they'll be an explanation on why we aren't implementing the idea or fixing the hassle. This form has three parts:

### Start/Stop/Continue

Tell us one thing we should:

- Start doing: What is something we can start doing to improve how we run our business?
- Stop doing: What's something being done that's a waste of time?
- Continue doing: Remind us on what we should continue to do as we grow the business.

### Hassles

A hassle is a minute wasted doing something that could be avoided with a change in how we run the business, a system or process change, etc. Share a hassle for you, for our company, and for our customers.

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## Start, Stop & Continue

**Start** — Please list one thing we should start doing...

**Stop** — Please list one thing we should stop doing...

**Continue** — Please list one thing we should continue doing...

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# Hassles

A hassle is a minute wasted doing something that could be avoided with a change in how we run the business, a system or process change, etc.

**Hassle For You** — List one thing that is a hassle for you...

**Hassle For Our Customer** — List one thing that is a hassle for our customers...

**Hassle For Our Company** — List one thing that is a hassle for our company...

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