### Outcomes
Outcomes are tangible results, often expressed in terms of time and money.

- What results are we seeing?
- What happens because of our behavior?
- What are we getting done?
- What is the impact?

### Behaviors
Behaviors are specific, concrete, tangible and observable.

- What do we do?
- What do we say?
- How do we act?
- What language do we use?
- What is an example of a typical behavior?
- How would you describe it as a scene in a movie?
- Can you tell a story about a typical pattern of behavior?

### Enablers
Some enablers are formal and explicit, like rules, incentives, and procedures.

Other enablers are informal and implicit, like unwritten rules, habits, and routines.

- What causes or influences our behaviors?
- What are leaders saying or doing that enable these behaviors?
- How are people rewarded for their behaviors (both positive and negative)?
- How does the physical workspace enable certain kinds of behavior?
- What needs are being met by these behaviors?
- What are the unwritten rules?
- What habits or routines are easy to change? Why?

### Blockers
Some blockers are formal and explicit, like rules, incentives, and procedures.

Other blockers are informal and implicit, like unwritten rules, habits, and routines.

- What blocks us from behaving differently?
- What are leaders saying or doing that block these behaviors?
- How are people punished for their behaviors (both positive and negative)?
- How does the physical workspace block certain kinds of behavior?
- What needs are not being met by these behaviors?
- What are the unwritten rules?
- What habits or routines are difficult to change? Why?