

Owner Reflection: Turning Insight Into Design

A SHORT REFLECTION TO COMPLETE AFTER GOLD BENEATH YOUR FEET

This reflection is not about doing more.

It's about slowing down long enough to notice where design — not effort — is driving outcomes in your business.

You don't need to answer every question perfectly.

You just need to answer them honestly.

SECTION 1 What actually resonated?

Answer in your own words.

- 1. What part of the session made you feel uncomfortable — in a useful way?**

- 2. What example or story felt familiar to your own business?**

- 3. What did you realize you may have been compensating for with effort or stress?**

SECTION 2 Where does opportunity quietly leak right now?

You don't need a list. You need one place.

4. If you had to choose one point between lead and profit that feels heavier than it should, where is it?

- | | |
|--|--|
| <input type="checkbox"/> Lead intake | <input type="checkbox"/> First contact / follow-up |
| <input type="checkbox"/> In-store appointment flow | <input type="checkbox"/> Pricing / rough estimates |
| <input type="checkbox"/> Measure / handoff | <input type="checkbox"/> Install expectations |
| <input type="checkbox"/> Post-install follow-up | <input type="checkbox"/> Other: _____ |

5. What usually happens there when things go wrong?

SECTION 3 What are you personally propping up?

6. Where do you (or one key person) step in to "save the day" most often?

7. If that person disappeared for 30 days, what would break first?

SECTION 4 One change beats ten ideas

8. If you were only allowed to design one guardrail, rule, or clarification in the next 30 days, what would it be?

9. What would that change make clearer for your team?

SECTION 5 Next Step (Optional)

You don't need to solve this alone.

If you want a second set of eyes — or you want to sanity-check what you're seeing — you can share context privately.

This isn't a sales conversation.

It's simply a way to pressure-test your thinking.

Optional note or question:

You don't fix profit by working harder. You fix it by designing better guardrails.

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Systems-built clarity for flooring businesses

Operator experience. Ethical execution. Practical results.

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