

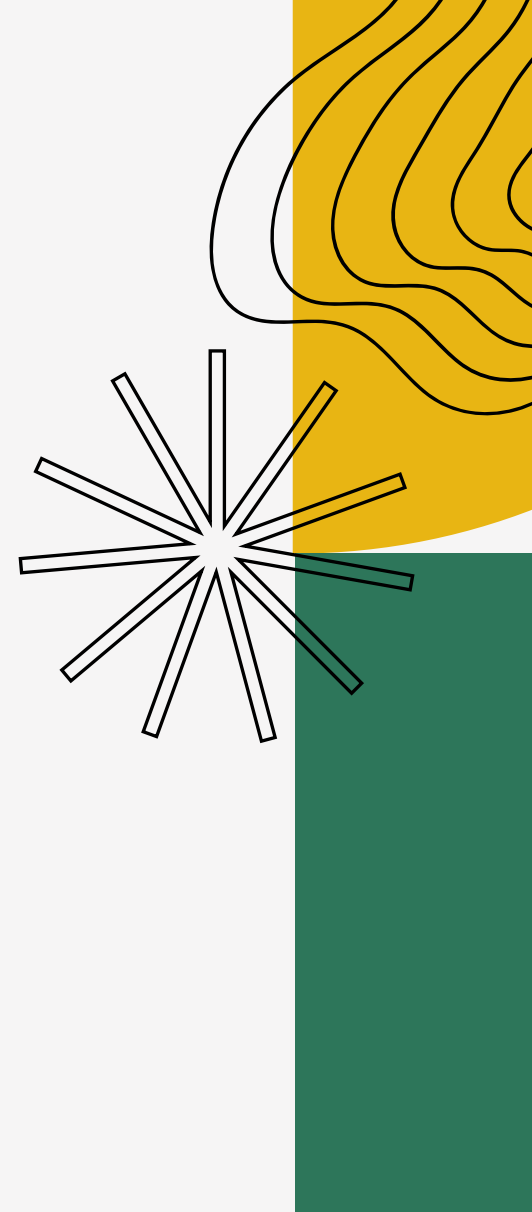


# The Friction Map

**Making hidden governance risk  
visible**

by Mohammed Roziur Rahman

Swipe for Detail →

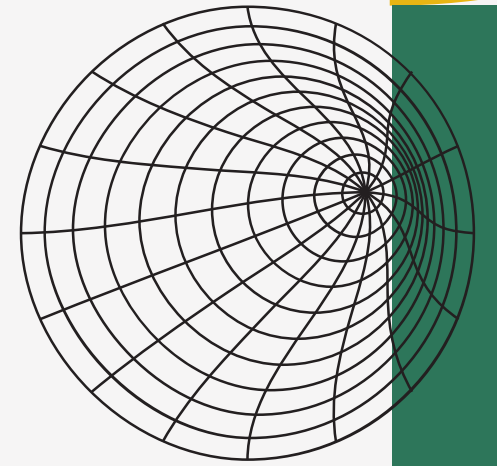
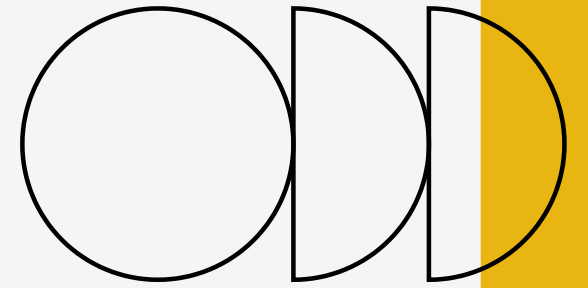


# The Problem

**Staff surveys say “fine.”**

**Exit interviews say “workload.”**

**But something else is happening.**



# What It Is

**The Friction Map shows where cultural safety breaks down across teams and everyday decisions.**

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# What It Captures

**It maps four recurring sources of friction:**

- **Escalation fear**
- **Inconsistent standards**
- **Belief and cultural discomfort**
- **Exhaustion loops**

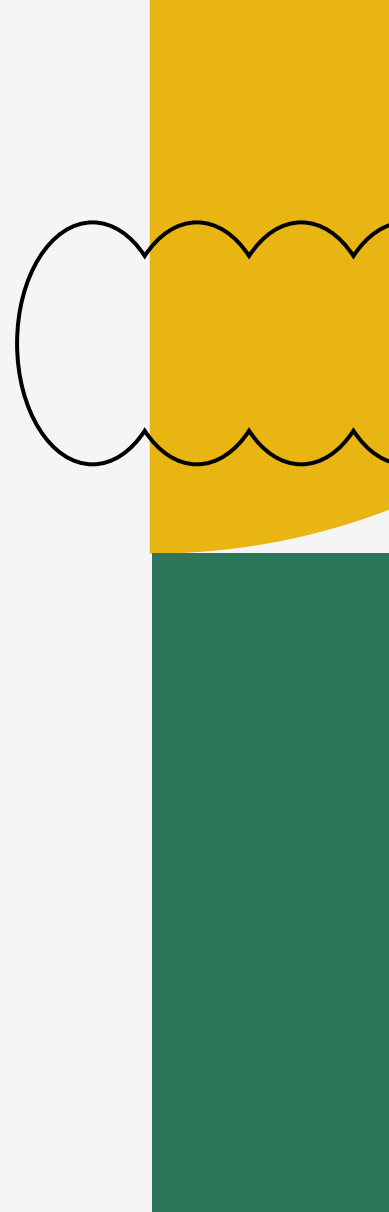


# How It Works

**We run a 90-minute facilitated session.**

**Teams reflect on recent decisions, tensions, and moments of silence that usually go unrecorded.**

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# What Surfaces

**Clear patterns emerge:**

- **Where staff feel safe**
- **Where they hesitate**
- **Where leadership consistency breaks down**

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# Why This Matters

**What feels like a “culture issue” is often a governance gap.**

**Friction is not random.**

**It follows systems, not personalities.**

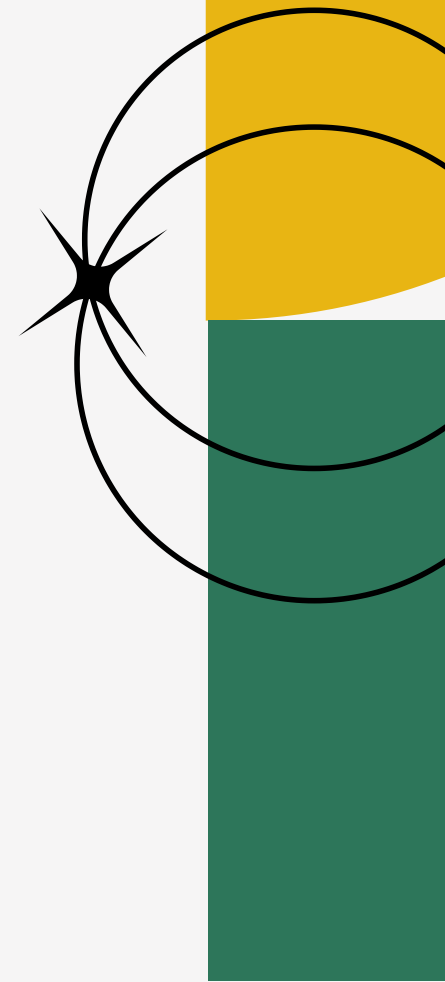


# Inspection- Ready

**Inspectors ask:**

**“How do you know staff feel safe to raise concerns?”**

**A Friction Map provides a clear, evidence-based answer.**



# Where is this used

**We are developing this approach with  
Healthcare trusts, education hubs, and local  
authorities through governance  
conversations.**

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Want to see an  
anonymised  
Friction Map  
example?

Comment “map” below.

