

BBBB COMPANY EXPOSURE REPORT

Belief • Balance • Behavior • Business

Expose to Heal™ | #HealAtlanta

Research & Observation Assessment Form

Purpose: This report documents observations, customer experiences, service interactions, policies, procedures, environmental conditions, and organizational behaviors to identify patterns that may contribute to human flourishing or human harm.

The purpose is not retaliation.

The purpose is awareness, accountability, healing, improvement, and transformation.

REPORT INFORMATION

Report Number: ____

Date: ____

Time: ____

Investigator/Observer: ____

Organization Type:

- Business
- Government Agency
- Nonprofit
- Ministry/Church
- Educational Institution
- Healthcare Provider
- Housing Provider

Financial Institution

Service Provider

Other _____

Company/Organization Name:

Location:

Website:

Contact Person (if known):

TESTING PURPOSE

What service, interaction, or experience was being evaluated?

INITIAL EXPECTATION

What outcome would a reasonable person expect?

OBSERVATION LOG

Document facts only.

Record what was seen, heard, received, or experienced.

Avoid assumptions regarding intentions.

Time	Observation	Evidence Available

Evidence Collected:

- Photos
 - Video
 - Emails
 - Text Messages
 - Audio Recording
 - Receipts
 - Contracts
 - Policies
 - Witness Statements
 - Screenshots
 - Other _____
-

ENVIRONMENTAL ASSESSMENT

Rate 1-5

1 = Very Poor

5 = Excellent

Safety _____

Cleanliness _____

Professionalism ____

Accessibility ____

Organization ____

Communication ____

Customer Respect ____

Transparency ____

Accountability ____

Overall Environment ____

Total ____ / 50

SYSTEM BEHAVIOR ANALYSIS

Did the system demonstrate:

Truthfulness

Yes

No

Mixed

Consistency

Yes

No

Mixed

Transparency

Yes

No

Mixed

Fairness

Yes

No

Mixed

Stewardship

Yes

No

Mixed

Respect

Yes

No

Mixed

Responsiveness

Yes

No

Mixed

Documentation

Yes

No

Mixed

Safety

Yes

No

Mixed

Problem Resolution

Yes

No

Mixed

CUSTOMER EXPERIENCE REVIEW

How did the interaction affect the customer?

Check all that apply.

Positive Outcomes

Felt Heard

Felt Respected

Received Resolution

Gained Clarity

Improved Trust

Efficient Service

Professional Interaction

Other _____

Negative Outcomes

Confusion

Delay

Frustration

- Financial Loss
 - Emotional Distress
 - Safety Concern
 - Lack of Communication
 - Misinformation
 - Unresolved Issue
 - Loss of Trust
 - Other _____
-

BBB ANALYSIS

BELIEF

What beliefs did the system appear to reinforce?

- Human Dignity
- Responsibility
- Truth
- Service
- Stewardship
- Justice
- Fear
- Confusion
- Dependency
- Control

Indifference

Other _____

Notes:

BALANCE

Did the system increase or decrease capacity?

Increased Peace

Increased Clarity

Increased Confidence

Reduced Stress

Increased Stress

Increased Anxiety

Increased Uncertainty

Created Instability

Notes:

BEHAVIOR

What behaviors did the system encourage?

Accountability

Ownership

Collaboration

Communication

Learning

Avoidance

Defensiveness

Escalation

Manipulation

Withdrawal

Notes:

BUSINESS

What organizational patterns were observed?

Healthy Leadership

Strong Systems

Clear Policies

Effective Communication

Resource Stewardship

Policy Gaps

Poor Oversight

Weak Communication

Operational Breakdown

Lack of Accountability

Notes:

ROOT CAUSE REVIEW

Which area appears most responsible?

- Policy
- Training
- Leadership
- Communication
- Staffing
- Incentives
- Culture
- Resources
- Technology
- Compliance
- Unknown

Explanation:

HEALING IMPACT ASSESSMENT

Did this experience require recovery in any of the following areas?

- Emotional
- Physical

- Financial
- Relational
- Professional
- Spiritual
- Mental
- Community

Notes:

EXPOSE TO HEAL FINDINGS

What was exposed?

What should be healed?

What should be improved?

FINAL RATING

Belief Impact ____ / 10

Balance Impact ____ / 10

Behavior Impact ____ / 10

Business Impact ____ / 10

Overall Experience ____ / 40

RECOMMENDATION

- Highly Recommend
- Recommend
- Recommend with Caution
- Significant Improvements Needed
- Not Recommended

Reason:

INVESTIGATOR DECLARATION

This report reflects my observations, experiences, and documented evidence to the best of my knowledge.

The purpose of this report is awareness, accountability, improvement, healing, and constructive change.

Signature:

Date:

EXPOSE TO HEAL™

"Expose What Is Broken. Heal What Is Wounded. Build What Reflects Truth."

HealAtlanta | BBBB Framework

Belief • Balance • Behavior • Business Founded by Sharnita Gates