

Cognitive Friction Audit



The
NeuroInclusive
Learning Lab

Diagnose the experience before jumping to a solution. Choose the two friction points you would address first.

EXPERIENCE OR TASK	LEARNING OBJECTIVE	PRODUCTIVE CHALLENGE TO KEEP

1. SCAN THE EXPERIENCE

Look across screens and transitions, not just at one screen in isolation.

HOLD - What must the learner remember? - What could stay visible or be captured externally? - Does remembering support the objective? NOTES	FOCUS - What draws attention first? - Does the hierarchy reflect what matters now? - What is competing for attention? NOTES	START - Is the next action clear and manageable? - What uncertainty must be resolved before acting? - Can the learner recover and continue? NOTES
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2. PRIORITIZE TWO CHANGES

A friction point may fit more than one lens. Choose the lens that helped you recognize it most clearly.

Friction point	Likely learner impact	Lens	Targeted change	Productive challenge to preserve
1. 		H / F / S 		
2. 		H / F / S 		

Keep the productive challenge. Remove the avoidable friction.