

THE NON-COMPLIANCE FILTER

Name _____ Desired Behavior _____

Date of Assessment _____

Are you **ABSOLUTELY, POSITIVELY** certain that...

THEY HAVE THE SKILLS NECESSARY TO DO THE TASK?

If not, schedule the appropriate training as soon as possible.

THEY KNOW YOUR PRECISE EXPECTATIONS?

If not, schedule a time to clearly communicate your expectations.

THEY UNDERSTAND HOW THE TASK FITS INTO THE "BIG PICTURE"?

If not, schedule a time to discuss how the task fits into the larger scheme of the operations of the organization.

THEIR TASKS ARE CLEARLY PRIORITIZED?

If not, schedule a meeting to communicate what the "Big Rocks" are for the person in question and immediately communicate any changes to the "Big Rock" list. Consider holding weekly "Big Rock" meetings.

THEY AREN'T RIGHT IN THINKING YOUR WAY WON'T WORK OR THAT THEIR WAY WON'T WORK BETTER?

Schedule a time to listen to why they've come to that conclusion and then give them feedback relative to what they've shared with you. Use the "20 Foot Rule".

THERE IS A REWARD FOR DOING WHAT YOU WANT?

If not, make sure you're giving ample feedback and that you have a meaningful recognition program.

NON-COMPLIANT BEHAVIOR IS BEING MET WITH THE APPROPRIATE CONSEQUENCES?

If not, make sure you're giving ample feedback and that you know how to execute the appropriate consequences for the behavior in question.

THEY AREN'T BEING REWARDED FOR *NOT* DOING THE TASK?

If not, make sure you establish/re-establish a culture of accountability.

THEY AREN'T BEING PUNISHED FOR DOING WHAT YOU WANT?

If not, make sure you aren't contributing to the "burn out factor" by overloading your "go to" person.

YOU'VE ACCURATELY IDENTIFIED AND ARE DEALING APPROPRIATELY WITH INSUBORDINATE BEHAVIOR?

If not, make sure that you haven't misidentified another reason as insubordination. If you have accurately identified their behavior or lack thereof as insubordinate, ensure that you are taking the appropriate measures including corrective action and progressive discipline.

THE TASK OR JOB IS A GOOD FIT FOR THIS INDIVIDUAL?

If not, look to utilize this individual in a role that is more in line with their skills and abilities... if such a role exists.

YOUR EXPECTATIONS ARE REASONABLE?

If not, rethink your expectations and/or recalibrate your distribution of work and/or rethink whether you have adequate resources.