

THE NON-COMPLIANCE FILTER

Name _____ Desired Behavior _____ Date of Assessment _____

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

They have the skills necessary to do what you want?

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 what you want them to do fits into the “Big Picture”?

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

What you want them to do is 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 regularly scheduled “Big Rock” meetings.

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 their doing what you want them to do?

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

The 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 the non-compliant behavior?

If not, make sure you establish/re-establish a mutual 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 them.

You’ve accurately identified and are dealing appropriately with willfully non-compliant behavior?

If not, make sure that you haven’t misidentified another reason as willfully non-compliant behavior. If you have accurately identified their behavior or lack thereof as willfully non-compliant, ensure that you are taking the appropriate measures including corrective action and/or progressive discipline.

That what you want them to do 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 for them are reasonable?

If not, rethink your expectations and/or rethink whether you have adequate resources.

“THE 20 FOOT RULE”

“When we have a problem, the first thing we do is talk to all the people who work within 20 feet of the problem”



The 20 Foot Rule Elevator Speech

1. They knew it was a problem before I knew it was a problem
2. They've probably already thought of multiple ways to solve the problem vs. the one solution I've just begun to think of
3. Their solutions combined are probably less expensive than the solution I'm thinking of
4. The solutions they've thought of are probably more appropriate and relevant because they are actually closer to the situation and the solution I'm thinking of is probably going to be based on what my understanding of the job was when I used to do the job.
5. When you involve people in the problem solving process, they tend to take more ownership in and be more committed to implementing the solution.

“It's not a problem when their proposed solutions aren't implemented because everyone here knows I'm willing to listen.”