

# KEEPING PEOPLE ACCOUNTABLE

ELIMINATING WRIGGLE ROOM



**Do some of your people wriggle away from doing tasks?** A chain is only as strong as the weakest link and if the weakest link doesn't want to pull their weight it can seriously impact productivity. Workplace behavioural studies concur that some people deliberately misunderstand instructions to avoid completing tasks. You might know the occasional maestro that misunderstands any instruction.

Faced with this situation, its easy to take the path of least resistance. Don't request from the maestro any tasks and use the rest of the team to fill in. Or take away all excuses for not completing the tasks. Keep everyone accountable and eliminate the wriggle room. Of course some reports and peers will still not do what's instructed. But that will now become a performance management issue rather than a "Oh is that what you meant" misinterpretation.

It's also important to explore if your instructions are really clear. Your instructions may be as clear as crystal in your mind and clear as mud at the other end. In this breakthrough course you'll learn to give instruction and deadlines that cannot be wriggled out of.



**Is this course for you? Answer Yes or No to the following questions:**

1. Do more than 5% of your instructions not get carried out?  
.....
2. Do you miss deadlines more than 10% of the time?  
.....
3. Do you hear counter arguments that people didn't understand the instructions?  
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4. Have you noticed dysfunction in the team?  
.....
5. Do you hear heated arguments and inappropriate remarks?  
.....
6. Do you have a blame culture when things go wrong?  
.....
7. Do you feel that people simply won't follow instructions?  
.....

**If you've answered Yes to 2 or more of these questions this course is ideal for you.**

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## KEY LEARNING OUTCOMES:

At the conclusion of this course participants will be able to

- Check instructions are clearly understood
- Identify the characteristics of a task saboteur
- Categorise the reasons that people don't follow instructions
- Calibrate an accountability index
- Paraphrase to check for understanding
- Tailor your communication style rather than a one size fits all communication approach
- Recognise the 4 signs of team apathy
- Set very clear deadlines
- Follow up randomly and often
- Experiment with changing your command instructions
- Break down complex work into easy to understand tasks
- Communicate more effectively with different cultures

## The Nuts and Bolts

This program can be conducted as in house training at your offices.

### GUIDELINES

- ▶ **Group Size:** An ideal group size is 6–10 participants.
- ▶ **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- ▶ **Duration:** Each course can be tailored to fit your timelines.
- ▶ **Cost:** Upon request.
- ▶ **Target Audience:** Ideal for Leaders and Managers

**Look at what you receive within 24 hours at no cost:**

- ▶ a program outline
- ▶ training cost
- ▶ possible training dates (if requested)

### CONTACT US TODAY

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