

The Six Reasons Employees Don't do What We Need, and How to Handle Each

1. They don't know and/or can't explain what success looks like

2. They don't know why it matters







3. They don't know which process to follow

4. There is a tool or aide they don't know how to use

5. They don't believe they can do it

6. They don't believe it's reasonable that they should have to do this

Words not allowed when discussing:

Should / Ought

Hope

Better

Told

Questions or Examples



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