(Mr. Tenkey's Tips # 373) www.mrtenkey.com

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Dear Management: How many times do you (the supervisor) have to state or "remind" staff, of a procedural and/or policy change?

Say what? That many times on the regular?

Let's review:

- You say 1 time?

Ok, a change can be missed one time... Not good, but it happens.

- You say 3 times?

Old habits do die hard and all... but man... you are just wasting valuable energy by worrying if they followed your orders THIS time or not (essentially covering their duties).

Rather than what should have happened... training them up or out, to perform tasks as instructed... or allow them to push back if the instructions need to be altered.

- You say 10 times?

I'm dumbfounded... because if this is a regular occurrence, then that verbal action is telling the staff... that essentially, they don't have to listen until the 10th time they hear something.

MORAL - Messaging matters... but actions after that messaging... matters MORE.