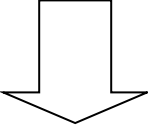
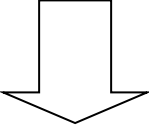
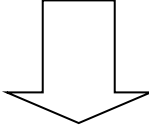


DETERMINING ROOT CAUSE

ROOT CAUSE	QUESTION 1: IS IT KNOWLEDGE? <i>"Tell me about..."</i>	QUESTION 2: IS IT SKILL? <i>"Has the behavior been demonstrated in the past?"</i>	QUESTION 3: IS IT ENVIRONMENTAL (INTERNAL)? <i>"Is everything at the office okay?"</i>	QUESTION 4: IS IT ENVIRONMENTAL (EXTERNAL)? <i>"Is everything else okay?"</i>	QUESTION 5: IS IT MOTIVATIONAL? <i>"Is this a question of your willingness to perform the behavior?"</i>	QUESTION 6: IT MUST FEEDBACK
Definition	Knowledge must be told.	Behavior must have been demonstrated. Data must support the argument.	When something within the organization is holding the individual back.	When something outside of the organization is holding the individual back.	When individual refuses to demonstrate behavior.	When all else is eliminated then root cause is feedback.
Step 1	Can the importance of the behavior in this situation be explained satisfactorily?	Has the behavior been consistently performed in the past?	The response to the question (or something similar), 'Is everything at the office okay?'	The response to the question (or something similar), 'Is everything else okay?'	Ask the individual the question similar to, 'Is this a question of your willingness to perform the behavior?'	
Step 2	Can the process and/or procedure be satisfactorily explained?	If yes, has anything of significance changed since the behavior was last performed consistently?				
Step 3	If answers to the above questions are 'yes' then it is not the root cause. Move to Question Two.	If behavior has been consistently performed in the past and / or nothing of significance has changed that could alter behavior, then it is not the root cause. Move to Question Three.	If the individual answers with something similar to 'everything is fine' then it is not the root cause. Move to Question Four.	If the individual answers with something similar to 'everything is fine' then it is not the root cause. Move to Question Five.	If the answer is 'no' then it is not a motivational root cause. Move to Question Six.	
Step 4	If any answer is 'no', root cause is Knowledge.	Otherwise; the root cause is Skill.	If the answer is 'no' and rationale is regarding something <u>within</u> the organization, the root cause is Internal Environmental.	If the answer is 'no' and rationale is regarding something <u>outside</u> of the organization, the root cause is External Environmental.	Otherwise; the root cause is Motivational.	