

"Ask the Leadership Consultant" *

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Question:

"I really get frustrated when I ask the people who work for me to do a task and they just don't do it! What are the reasons that employees don't do what they are asked to do?"

Answer: There are six reasons why people don't do the things they are asked to do (or know they should do). Some of the reasons may be their own personal weakness like a lack of motivation. However, more often than not... the real problem lies in the manager or organization. Before getting frustrated at others or passing judgment on their conduct, look at all the possible reasons below. I will briefly discuss these reasons and where the actual problem is rooted.

1. They just don't know. This is a *communication* problem that they have not been told what or how they should do something. It is not a good idea to assume someone knows something if they have not been informed.
2. They don't know how. This is a *training* problem where no one has instructed an individual on *how* to do something.
3. They don't want to do it. This is a *motivation* problem that stems from the fact that the individual is not personally driven to do what they should do.
4. They are in a wrong position or role. This is a *selection* problem because the person is "a square peg in a round hole" and is either not happy or suited for the role they are presently in.
5. They face an organizational roadblock. This is an *organizational* problem because the individual lacks the tools or authority to do the task effectively and therefore they don't do what they are asked.
6. They face an ethical roadblock. This is a *leadership* problem because the individual sees a conflict between the supposed values of the organization, or its leaders, and what the individual has been told they should do. This is more of a problem than most people realize; for example... when sales personnel are told to lie to a customer to cover up an internal problem or break a commitment.

An ideal *leadership training program* addresses these six important problems in an organization from communication issues through ethical behavior. A professional facilitator is able to pinpoint where these problems exist, and teach the right attitudes and new habits to overcome them. The result is greater productivity and profitability.

If you have a challenging question you would like our consultant to discuss, please email your question [here](#). We will be happy to keep your question anonymously.

* The advice and counsel offered by the consultant is based on the limited information provided by the questioner. No two situations are exactly the same, and the consultant makes every effort to provide helpful and educational counsel based on the information supplied.

About the author:

Greg has an extensive thirty-five years experience in public speaking and has spoken to hundreds of audiences worldwide. Greg has a Master of Arts degree in Leadership from Bellevue University, where he also has served as an adjunct professor teaching courses in business management and leadership since 2002. His first book, [52 Leadership Tips \(That Will Change How You Lead Others\)](#) was published in 2006 by WingSpan Press. His second book, [Making Life's Puzzle Pieces Fit](#) was published in March 2009. Both are available at amazon.com. Greg is also the president of [Leadership Excellence, Ltd](#) and a Managing Partner of the Leadership Management Institute. Leadership Excellence, Ltd. effectively builds individuals and organizations to reach their highest potential through enhanced productivity and personal development using a number of proven programs. He is also the president and founder of [weLEAD Incorporated](#).

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