• **Poor or inconsistent communication between Team Members/departments.**
  
  **Why?** This typically occurs when communication between leaders, or from a leader to the Team Members, is inconsistent. Further, leadership tends to speak leader language to Team Members. For example, “Here is what’s wrong and I need you all to fix it. Work together. We are all on the same Team.” You are assuming the Team Members can automatically translate what they hear into their language – which is executional. What they hear is “You are all messing up all over the place.” They then start trying to figure out what to DO – execution – in order to make the problem go away. What then occurs is unnecessary re-work as they try and re-try the same solutions that have proven not to work in the past.

  **Suggested Solution?** The leader(s) must use the appropriate language – executional language. However, the execution needs to focus on a result which will lead to behavior change. Miscommunication always results in an undesirable result. Focus your directives on the result you want and leave it to your Team to find the solution that will deliver it. For example, miscommunication could be resulting in poorly kept records. Poorly kept records could be leading to missing or duplicated follow-up with customers. Rather than saying, “We need to stop dropping the ball on follow-ups.” – which is a negative result that leads no one anywhere, express it as a positive with something like, “We need follow-ups to be consistently timely, which means records need to be consistently accurate. Let me know by the end of this week what your solution is for achieving this.” Focus on the result you want, “timely follow-ups through correct record keeping” – rather than the result you do not want, “stop dropping the ball”.

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Honesty  Trust  Communication  Quality  Integrity  Interaction  Interdependence  Growth  Recognition  Faith