

GAHSA/SCANPHA DON WORKSHOP

WHY EMPLOYEES DON'T DO WHAT THEY SHOULD

REASON	ACTION
They don't know <u>what</u> they are supposed to do*	
They don't know <u>how</u> to do it *	
They don't know <u>why</u> they should do it	
They think they <u>ARE</u> doing it!! *	
There are <u>obstacles</u> beyond their control*	
They think your way <u>won't work</u>	
They think their way is <u>better</u>	
They think something else is <u>more</u> important	
There is <u>no reward</u> for doing it	
There is a <u>punishment</u> for doing what they are supposed to	
There is a reward for <u>not doing</u> it	
There is <u>no negative consequence</u> for not doing it	
Personal <u>limits</u> prevent them from performing*	
Personal <u>problems</u> interfere	
They are <u>fearful</u> of punishment for doing it	
» <u>NO ONE COULD DO IT</u> *	

Fournies, 2000