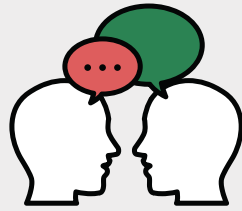


7 Ways to Deal With Employees Who Don't Listen

1

Match Your Communication Style

1. Visual
2. Oral
3. Pictorial
4. Active / Hands-on



2

Take A Look At Your Own Behaviour

1. Are You Listening to Them?
2. Acting on What You are Told?
3. Answer "What is in it for them?"
4. Ask for Feedback



3

Highlight the Why and the Impact

1. Explain Why You are Asking
2. Explain Personal Impact
3. Relate Your Request to Their World

4

Ask for a Summary and Input

1. Ask Them Questions
2. Ask Them to Put it into Their Words
3. Ask Them for a Summary

5

Ask Them to Make a Decision

1. What Decision Would They Make?
2. What Would Impact Their Decision?
3. Give Them Options to Choose From
4. Ask Them for Options

6

Put Agreement In Writing & Follow-up

1. Creates A Reference Point
2. Makes Request More Formal
3. Easier to Refer Back To
4. Less Room for Interpretation

7

Create Consequences

1. Creates Meaningful Consequences
2. Don't Threaten and Not Follow Through
3. Spell These Out Clearly