



Touch Situations

Degree of Difficulty: Tough

SITUATION:

You recently directed someone to perform a task. They failed and told you they don't know why they failed.

YOUR MISSION:

Analyze first, then teach or re-teach the task.

WHAT YOU SHOULD DO OR SAY:

- Ask this person to talk you through the steps he took when attempting to perform the task. Make sure you understand each step(s) he/she took. If necessary, stop them as they explain it to you and ask questions to make sure you understand their actions. Don't stop them until you are certain you understand exactly where their mistake occurred. In some cases you may want him/her to actually demonstrate the step(s) for you.
- Once you understand where the mistake occurred, DON'T SAY, "THAT'S WHERE YOU MADE A MISTAKE," or anything like it.
- Once you understand where the mistake occurred, say something like: "Instead of doing this, a better way to do it would be (explain to them how to do it)."
- Reteach the mistaken step(s), have him/her demonstrate the step(s) to you and ensure they perform the step(s) correctly.

WHY IT WILL WORK:

In this situation, your responsibility is primarily that of teacher, though you have to do some detective work first. It's probably not necessary to reteach the entire task, only the step(s) where a mistake was made. In his/her opinion, you're the expert and teaching allows you to increase your influence with this person.