

Flinn Associates Monthly Newsletter

Details Neglected, Mistakes Repeated

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Do you wonder why, after detailed instruction, including additional examples of what the outcome is expected to look like, one employee continues to make mistakes? You have trained other personnel in this manner and the results have been successful. Why is it that in this instance your instructions are not being followed? Costly mistakes continue to waste you both time and money.

If instructions are clear, the results are defined, and therefore the outcome should be predictable, then one might assume that all employees perceive the message equally. Unfortunately, we all have varying styles of learning. How we process the information received often determines our understanding of the task and the importance of the details of the task. Although the process of teaching an employee and having the employee grasp the details may seem straightforward, without understanding the individual's learning style the results may be less than acceptable. When the results are less than acceptable, what options do you have? Do you reassign the employee to another location or find a replacement? As an alternative why not change your approach?

Too often management defines the results expected and the activities related to achieving these results without clearly understanding the needs of the individual responsible for the results. Adapting a new approach or style of management, based on a better understanding of the individual's needs, will more effectively motivate the individual to perform the required activities in such a manner as to achieve the desired outcome. The connection comes from your ability to adapt your style to fit the learning style of the individual. It is a change in your style of management that allows for the connection with the individual. The greater the connection, the higher the motivation. The employee's level of productivity increases, without the costly errors.

Understanding individual learning styles requires you to become skilled at adapting your style of management. For additional insight into improving productivity, issue identification, and closing the gaps, [contact Flinn Associates](#) today.