

Face What Isn't Working

Doing more of what doesn't work
won't make it work any better.

— Charles J. Givens —

- They are willing to look at what is and deal with it rather than hide it and deny it.
- A big part of getting out of denial is to get good at recognizing bad situations and then deciding to do something about them.

Greatness is a Choice.

- Successful people are committed to finding out why things are going wrong and fix them rather than defending their position or maintaining their ignorance.

**SMALL DAILY
IMPROVEMENTS
ARE THE KEY TO
STAGGERING
LONG-TERM
RESULTS**

- Often denial is based on the notion that something even worse will happen if we stop our denial and take corrective action. Sometimes we are afraid to face the truth.

Face What Isn't Working

- Any solution for improvement will require you to face what isn't working first!
- Take the time to make a list of what isn't working, specifically with your staff or team. Ask:
 - What's not working?
 - How can you improve it?
 - What requests can I make?
 - What action steps can I/we take to get each of these situations to work the way I/we would like.



Choose one action you can take and then do it. Then keep taking another action and another action until you get the situation resolved.