
Finding the Operational Issues Behind Team Frustration

WHY GOOD PEOPLE KEEP HAVING THE SAME PROBLEMS

Jill Valdez, LINK Consulting

WHAT PROBLEM ARE YOU SICK OF DEALING WITH?

My goal is for you to leave
here with a different way of
looking at the problems that
keep showing up.



HOW WE BECOME LEADERS ...

being excellent at caring for people and being excellent at caring for a team are two different skill sets.

We have this strange habit of taking someone who is really good at doing the work and assuming they will automatically be good at leading the people who do the work.

WHAT ABOUT YOU?

ASKING A DIFFERENT QUESTION...

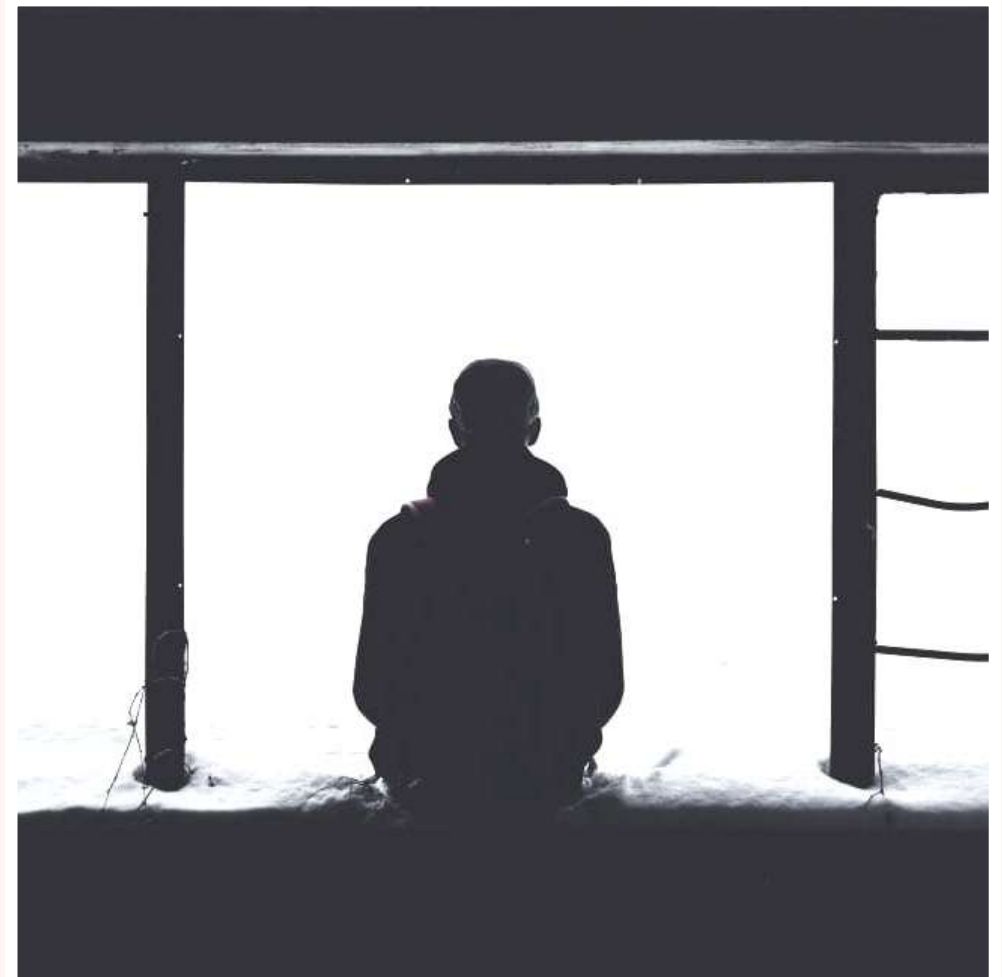
“Who is causing this problem?”

“What is actually happening here?”

**HAVE WE HAD THIS SAME
PROBLEM WITH DIFFERENT
PEOPLE?**

5 PLACES TO LOOK ...

- 📌 **People**
- 📌 **Process**
- 📌 **Clarity**
- 📌 **Communication**
- 📌 **Leadership**



NEXT TIME SOMEONE BRINGS YOU A PROBLEM

Resist the urge to immediately solve it!

If you always solve the problem for them, you will always
have to be there to solve it.

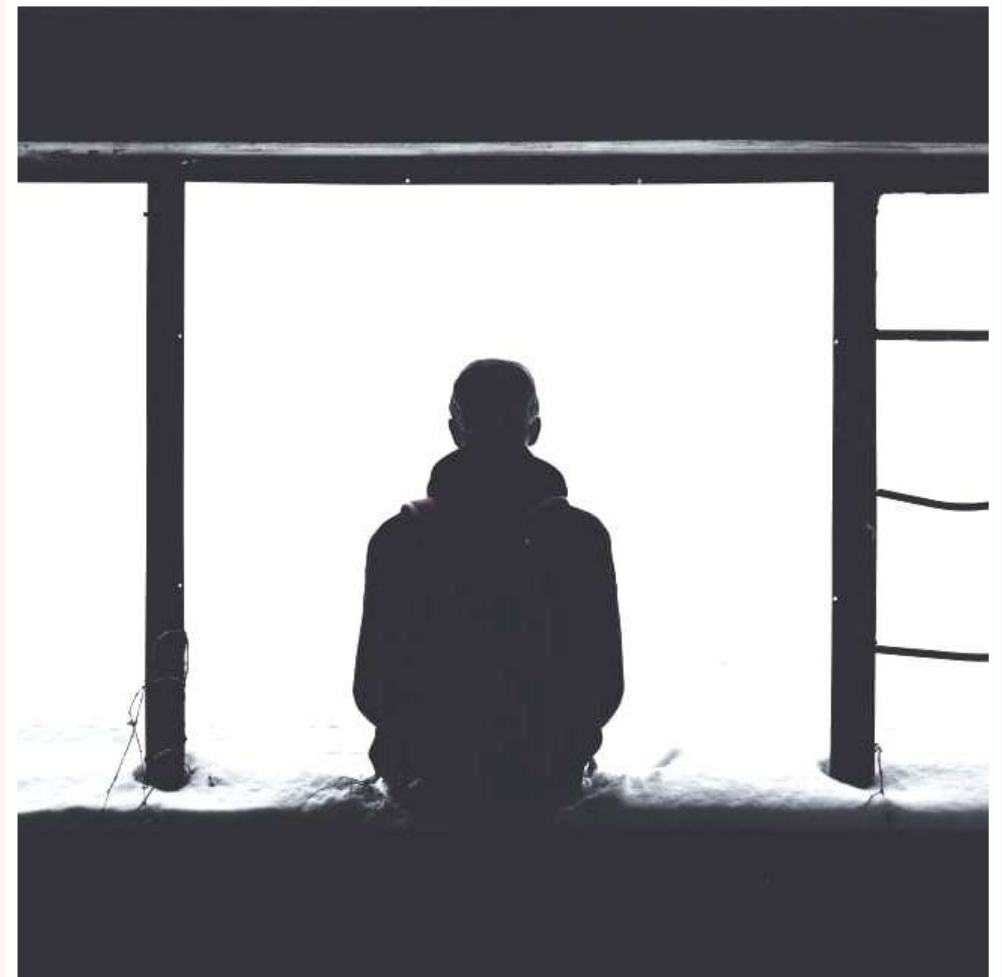
**THE MOST RESPECTFUL THING YOU CAN DO
FOR SOMEONE IS TO STOP RESCUING THEM
AND HAVE THE CONVERSATION THEY NEED
TO HAVE.**

THE ACCOUNTABILITY TEST

- 🔊 Have I clearly told this person what I expect?
 - 🔊 Do they know how to do it?
 - 🔊 Have I given them what they need to succeed?
 - 🔊 Have I given them reasonable opportunity to succeed?
 - 🔊 Are they still choosing not to do it?
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THE 10 MINUTE TOOL

- ✓ Write the problem exactly as it is happening, without blaming a person.
 - ✓ Then write what should be happening.
 - ✓ Then write what is actually happening
 - ✓ Then ask why.
 - ✓ And when you ask why, don't stop at the first answer.
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***WHEN YOU STOP CHASING INDIVIDUAL
PROBLEMS AND START FINDING THE
OPERATIONAL ISSUES THAT KEEP CREATING
THEM, YOU STOP SPENDING YOUR
LEADERSHIP ENERGY PUTTING OUT THE SAME
FIRE OVER AND OVER AGAIN.***

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