**16 Reasons They’re Not Doing What They’re Supposed to Do**

**Adapted from Coaching for Improved Work Performance by Ferdinand Fournies**

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|  | Could this bean issue? |
|  | Yes | No | Don’t Know |
| 1. They don’t know what they’re supposed to do.
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| 1. They don’t know how to do it.
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| 1. They don’t know why they should do it.
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| 1. They think they are doing it, but they are not.
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| 1. There are obstacles beyond their control.
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| 1. They think it will not work.
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| 1. They think their way is better.
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| 1. They think something is more important.
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| 1. There is no positive consequence to them for doing it.
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| 1. There is a negative consequence to them for doing it.(i.e. they’re punished for doing what they’re supposed to do.)
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| 1. There is a positive consequence to them for not doing it.
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| 1. There is no negative consequence to them for not doing it.(i.e. they get away with it)
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| 1. Personal limits (capacity)
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| 1. Personal problems
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| 1. Fear (i.e. they have negative predictions about doing what they’re supposed to do, even if they’re unrealistic)
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| 1. No one could do it.
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**Action Planning**

1. For those factors that you answered “Don’t Know”, how will you find out?
2. For those factors that you answered “Yes”, what changes can you make that would change your answer to “No”?