

DAD's method of Giving Clear Instructions

As a manager or supervisor (my preferred term is LEADER) in your organization the need often arises to give directions to a team member. Often we want to just go in and tell them what to do. More effectively we can have a conversation with them which produces on task employees willing to make corrections for the betterment of the company. Just give this method a try.

Try the “D A D” System when giving instructions.

D = **DESCRIBE**
A = **ASK**
D = **DIRECT**

DESCRIBE the problem situation (1) objectively, (2) specifically, (3) simply, and (4) without accusations to the employee.

Example: “Jim, your store is behind in its collections. We need to increase collections by at least 10 percent in the next six months.”

ASK the employee how he or she feels about the situation and ask for suggestions. This should clarify the problem, and give you a better perspective.

Example: “What are your thoughts on the collection problem? What things do you think could be done to improve?”

DIRECT the employee in simple, concrete terms, considering his or her suggestions when possible. Ask for further clarification if you think your instructions might be misunderstood.

Example: “I agree that spending an extra hour a day collecting could be helpful. How quickly could you work that into your schedule?”

This system works whether you are dealing with a sensitive matter, counseling with an employee or you need their input in solving a problem where they are directly involved.

Use the attached Cheat Sheet to practice on a situation in your company.

For more information go to www.kathyfirkins.com. She will *fire up* your employees!!

DAD Method Cheat Sheet

Describe the problem situation (1) objectively, (2) specifically, (3) simply, and (4) without accusing the employee.

Ask the employee for their perspective and suggestions.

Direct the employee in simple, concrete terms. Try to consider his/her suggestions if possible.