



## THE 'BEFORE WHINGING' CHECKLIST

### A Reverse Sandwich Contract Template

People often jump straight to complaining about someone else's behaviour before getting curious about why that person behaved that way. If you find yourself about to complain that someone hasn't followed the correct contract process or didn't give you the right information, **stop yourself**.

You can't get angry at someone for not knowing something was important if you never gave them information on **why** it is important. You shouldn't get angry at someone who wasn't able to complete a process the 'correct' way because one of the systems was down or they didn't have the right access or someone in the process chain was away.

Where you can get annoyed is if the problem with following a process is based around **attitude**. Where a person **knows** the right thing to do and has the **ability** to do the correct thing but still chooses not to, the reason might be their attitude.

Before you whinge that 'somebody' hasn't done something right...

- 1. Knowledge** – Did they **know** how to do it the right way? Have you given them regular training as well as cheat sheets and playbooks?
- 2. Capability** – Does the person have the systems access, technology and other abilities to complete the task in the right way? Is the task efficient and productive – consider attacking the task with Triple O Productivity.
- 3. Attitude** – If the person knew the right way to do the task and had the capability to complete it properly, find out why they didn't do it correctly (remember the **5 whys** to get to the root cause if possible).

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