

QUICK TIPS – *HONOURING COMMITMENTS*

For every commitment that one makes, the goal is to deliver a quality outcome, on time and within the allocated resources. What if this isn't always possible?

The Causes

Even the best-intentioned commitments, sometimes cannot be fulfilled. Causes for this might include:

- ◆ Taking on too many commitments
- ◆ Conflicting priorities
- ◆ Unanticipated events
- ◆ Underperformance by a subordinate or team member
- ◆ Inadequate planning
- ◆ Poor time management
- ◆ Procrastination
- ◆ Neglect

When a commitment starts to fall behind, the initial reaction is to try to catch up. Much like a circus juggler, one rushes back and forth between commitments, forestalling them all from crashing to the ground. As deadlines loom closer, the commitments become a stressful and unpleasant exercise.

Possible Actions

- ◆ Work harder and longer
- ◆ Drop something else
- ◆ Avoid the sponsor
- ◆ Ignore the situation

At some point, however, the most appropriate action may be to explore whether the deliverables or resources can be re-negotiated. This is better done sooner than later, so that there is a real opportunity for meaningful negotiations.

When a commitment seems to be in jeopardy, the true professional takes responsibility for the situation and demonstrates the maxim, "*No Surprises*".

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