SMALL WORLD
ALLIANCE

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Ready, Able, and...Willing?

Just got through following up with a client's "Action Team", who are responsible for initiating a company-wide improvement initiative. In the past, the organization has fallen victim to "Program of the Month" problems and they've been working hard at getting things ready to roll out. Here's the rub: they are starting to experience "project creep" - where deadlines begin to be missed and things start taking longer than anticipated.

I hate "project creep". There's rarely a good excuse for it. Reasons, yes - but no excuse.

In confronting the status of their process, we explored numerous issues. It turns out that this initiative is so critical (they need results now and they can't afford to attempt this again) that they are clinging to the dreaded "analysis paralysis" - they continue to gather data and opinions and ANYthing that will hone their confidence.

Another way to look at this is that they are doing ANYthing to keep from having to actually execute the plan, followed by being held accountable for the results. The reality is that additional information will only take them insignificantly small steps closer to the elusive "absolute certainty".

This is a common problem - especially in difficult times. It's human nature to resist accountability - because we forget that being held accountable for great results is so incredibly wonderful!

Bottom line: the team realized that 1. they were actually ready to execute, 2. they were able to execute, 3. they were not, deep down WILLING to execute (because of their fears).

The good news is that we were able to get to common ground and they are moving forward again according to schedule. (Have I mentioned that I love coming in ahead of schedule, under budget, and better than expected?)

I have found that most delays occur because people are not willing to act. They lack the confidence that they are really ready/able. I encourage you to take that leap. You have all the tools you need to navigate whatever "hiccups" are bound to arise. (Hiccups occur no matter how much preparation is done beforehand. Starting before it's all "perfect" just allows you to actually realize it earlier/better.)