

Tip Sheet

Stop Tolerating

TIPS

Certain actions should never be tolerated in the workplace. Managers need to enforce company standards such as following procedures, service standards, work attendance, etc. Other behaviors which are just as critical are anything that negatively impacts others, breaches trust, or affects employee safety. Actions such as discrimination, dishonesty, and backstabbing create untrusting and disruptive work environments.

- Start with a clear expectation. Read more about setting expectations in [Inspect what you expect.](#)
- Provide the necessary tools or environment to support your expectations.
- Be mindful of your asks. Is the task or behavior critical, necessary, a pet peeve, or perfectionism? Focus on what is important for the people and the business. [Focus on what matters.](#)
- Consistent messages. Are you always asking for things and then changing your mind? If people think you're going to switch gears they'll wait for your latest fad to pass instead of taking action.
- Genuine words and actions. Do you ask people to do things that you would never do yourself? Or ask employees to do something that you don't believe in?
- Follow up. [Inspect what you expect.](#)
- Make sure there are consequences. This is probably the most misunderstood and neglected step.

Read the full article [here.](#)



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