



# TriMetrix®HD Following Policy

# Following Policy

*Complying with the policy or if no policy, complying with the way it has been done in the past*

## Why is this behavior important?

A policy is a required action or procedure used to establish business practices and expectations. It provides consistency in day-to-day operational activities, guiding everyone involved to agreed-upon ways of getting things done.

Policies clarify activities that are of critical importance or issues that have serious consequences, such as accountability issues. They make use of prevailing wisdom to define best practices. By providing limits and a choice of alternatives, they guide decision-making processes. This helps to prevent costly mistakes.

Establishing a policy is a way to ensure that people know what is expected of them and how they are supposed to act. With a clear definition of acceptable ways to go about what they are doing, everyone is supported in accomplishing tasks.

## What are the skills associated with Following Policy?

Someone who follows policy behaves according to established and respected systems and procedures. They:

- Use critical thinking to make good decisions.
- Are motivated to comply.
- Promote accuracy, paying attention to precise details.
- Demonstrate teamwork by maintaining high standards.
- Exercise discipline.
- Are dependable.
- Use futuristic thinking to consider the consequences.
- Constantly strive to do things the best possible way.

- Choose to stay informed regarding existing policies.
- Think about the reasons a policy has been established. If you don't understand the logic involved, ask.
- Be aware that policies are developed to reliably reach desired outcomes and prevent problems.
- Avoid haste that could result in future difficulties. Short-cuts that don't follow policy may undermine goals.
- Consider the consequences for yourself, others and your business objectives if a policy is not followed.
- Advocate reasonable caution and urge others to be reasonable.
- Anticipate when actions might conflict with higher-level policy.
- Apply all regulations precisely.
- Question the correctness of decisions as they relate to established policies.
- Insist on doing everything through the proper channels.
- There is an appropriate way to revise policies. Follow existing policies until new ones are approved.
- Be diplomatic and participate in discussions aimed at policy improvements.
- Assist your team in delivering consistent standards and operations.
- Be systematic and methodical in your approach to tasks.

# Following Policy

## ***Activities***

### **Activity 1:**

Merriam Webster defines a policy as a definite course or method of action. To gain a better understanding or to better appreciate the importance of following policy (or following a definite course or method of action), grab a piece of paper and a pair of scissors and go to:

<http://www.origami-instructions.com>

Select one of the origami instruction links on the left hand side of the page and follow the instructions implicitly.

Were you able to create the origami from the instructions provided?

### **Activity 2:**

Activity 2: Pick one of your organization's most critical policies.

Read and understand it thoroughly.

Identify five (5) benefits to following this specific policy and write them down.

Now identify five (5) consequences of NOT following this policy and write them down

### **Activity 3:**

Identify a policy set by your local government, health club, etc. that you may not always agree with or follow.

Read it and understand it fully.

Identify five (5) benefits to following this specific policy and write them down.

Now identify five (5) consequences of NOT following this policy.

