



# TriMetrix®HD Respect for Policies

# Respect for Policies

*The ability to see and appreciate the value of conducting business affairs according to the intent of company policies and standards.*

## Why is this skill important?

Can you imagine what the world would be like with no rules at all? What would driving be like? What would schools for children be like? What would happen if your neighbor stole from you? Would we have a U.S. military? How would you get paid?

These questions may seem extreme, but the point is that rules and regulations have a purpose and value in society. In the worst cases, they are annoying or frustrating. In the best cases, rules or regulations encourage good behavior, make life easier, and prevent us from making mistakes or harming ourselves or others.

People who have a healthy Respect for Policies generally understand the philosophies of their corporate structure and strive to conduct business according to those standards. They honor the concept of doing things according to the rules and regulations of the company. Following chains of command, rule books, or accepted documentation procedures is not difficult for these people because they understand the value of those structures.

In contrast, people who do not respect policies don't have a clear concept of the function that rules and regulations serve. They may feel that a company policy is only to be utilized when practical or functional, but if a policy hinders them in executing their job, they will feel free to ignore or break the rules. This doesn't mean that they actively seek to violate company policy for the sake of breaking rules. Instead, they may honestly feel that policies are only guidelines to be used in the execution of their responsibilities, not laws strictly to be obeyed.

I'm not asking you never to question a rule, and never to step outside of the chain of command. There are times and circumstances where NOT to break rules is foolish, and there are times when to break the rules is the only reasonable option. But barring these exceptional circumstances, I'm asking you to be conscious of the reasonable rules and regulations that help your company perform its corporate responsibilities smoothly. Think about how these policies may make your job easier in the long run. Think about what these rules prevent you from doing that might hurt you or slow you down.

In short, put yourself in a mindset where policies have a place and rules are to be obeyed as law, not suggestions to be considered and used or discarded.

### **What are skills associated with Respecting Policies?**

Someone who has mastered skills associated with Respecting Policies:

- Makes a point of understanding and respecting their corporate structures.
- Respects and utilize policies and procedures in order to efficiently complete job tasks.
- Encourages respect for policies in other people, and takes a stand against people or events that ask for policies to be bent or flouted.
- Is consciously able to recognize the value of obeying policies and the inherent risks in disobeying them.
- Initiates and monitor effective policies and procedures for new activities or needs.

### **How do you develop your own abilities in Respecting Policies?**

- Make a point of reading and learning company policy manuals.
- If you are unclear on the meaning behind, or reason for, a specific rule or policy, ask for clarification or explanation.
- When you start new projects, search for applicable policies and procedures requirements BEFORE beginning work.
- If you strongly disagree with a corporate or department policy or procedure, discuss your concerns with managers and relevant peers.
- When new policies are introduced, make sure you understand them and start using them promptly.
- Think of policies as laws, not just guidelines.
- Remember that policies are in place often to protect you—from legal action, mistakes, following the wrong chain of command, etc.

- Learn your company's organizational structure—find out what key personnel pathways must be followed to complete typical components of your job.
- Keep abbreviated policy guides in your planner to remind you of key policies.
- Consolidate all of your policy manuals and documents in one place for easy reference.
- Use policy documentation as a checklist when completing critical assignments.
- Develop logical extensions of policies to cover activities on uncharted ground.
- Fill in holes and correct errors in existing policies.
- Join and participate in a corporate policy review board.
- Take a stand against factors or people asking to bend or ignore policies.
- Keep up-to-date on policy changes.
- Ask for help in following policies—encourage staff to cooperate, ask your manager to remind you, etc.

# Respecting Policies

## ***Activities***

### **Activity 1: Mistakes**

Can you think of an example of a time when policies or procedures noticeably weren't followed? What happened? Why?

What can you learn from that experience?

### **Activity 2: Laws**

Make a list of four U.S. laws that you don't like. Do you cooperate with them anyway? Why or why not? In each case, why SHOULD you cooperate? What is the reason behind the law?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

### Activity 3: Interview

Interview someone who always seems to get things done efficiently and on time.

Does he or she follow the rules? Why or why not? Has he or she had a notable experience where NOT following the rules has hurt? Where has following the rules especially helped?

### Activity 4: Start-Up

Imagine that you are starting a new company from scratch. You have NO policies at all in place on the first day your doors are open for business. What are the first ten policies you would implement? Why?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

