



NMA... Leadership Excellence^(sm) – The Roadmap

Top **Red Flags** for Delivering Difficult Information

Here are the top 10 Red Flags to consider and be aware of when delivering difficult information:

1. Lack of clarity about ongoing situation(s) – expectations aren't clearly defined
2. Inability to easily communicate – it doesn't feel safe to be open
3. Continual mistakes – lead to embarrassment and desire to not be confronted
4. Complaints about behavior
5. Complaints about work – workload too heavy or performance is lacking
6. Negative judgments – worry over how comments will be accepted
7. Lack of trust and respect
8. Annoyance and frustration
9. Avoidance – if I just stay away, it will go away
10. "That's it...I've had it." attitude – nothing will change so why try?

NMA Leadership Excellence

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