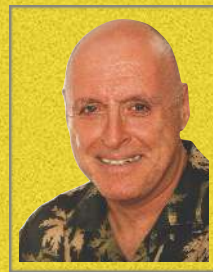


THE EXTRA POINT

BY JERRY ROBERTS



564 Watch Out for Compliance Fatigue

It's a term that is not familiar to most people but it's going to be a factor as we begin to open businesses and government offices. I'm Jerry Roberts and today, we'll talk about compliance fatigue, next on The Extra Point.

Compliance fatigue. The term is easily understood. It's being tired of complying. Tired of complying with whatever rules somebody has set up, that I'm required to follow. Rules that I likely had no input in creating. I might have been at a staff meeting and got handed a list of things I now have to do. Or, if I'm working from home, or I'm sheltering at home due to health and safety reasons, somebody posted it and now I have to live up to it.

We're supposedly in the last week of stage 1 of the government's road to recovery plan. We're still under lockdown provisions but you wouldn't know it from the amount of traffic on the streets. From the moment the governor introduced the plan, people bolted out of their doors and began to take advantage of the cheaper gas prices Guam has recently seen.

Beginning this weekend, many workplaces will reopen and accept customers. There will be restrictions on how many people can come into a store at the same time, and it will be the responsibility of each organization to have staff members enforce those limits. The question is, will they do it? Are we going to see people lined up outside of a mom and pop store? Will every retailer set a number for how many customers can be inside and monitor that throughout the day?

Will employees who are tasked with sanitizing work spaces do it every day, sometimes twice a day or more if called for?

Are we to expect that workers will wash their hands in the prescribed manner — at least for 20 seconds — multiple times per day; and if they prepare or serve food to us, will they do

that hand washing routine 10-20-30 times a day? Will they wear disposable gloves, and dispose of them after every customer encounter, particularly if they're handling money? Will somebody sanitize a booth or table immediately after a party uses it, and before they sit the next party?

Will workers wear personal protective equipment at all times, in order to avoid the potential transmission of the coronavirus to customers, vendors, and coworkers? In the case of most workers this will just be wearing a mask and perhaps gloves. In the case of masks, will these be washable and reusable? If so, will they be washed daily?

And the answer to all this is almost certainly "no" — and that's because of compliance fatigue. We'll get lazy and begin to cut corners. We'll let in more people than we're limited to, we won't wash as often as we should, we won't sanitize the facility every time we should or as well as we should, and we won't even wear a mask if we can get away with it.

Am I talking about everybody? Will everybody turn up their nose at the rules? No, but at some point, the vast majority of workers will compromise and not do what they should, "just this once." Then, again, and again, and habits will begin to form. It's human nature and it wins out every time, unless you're really paying attention.

A post on Facebook this past weekend alerted people about a pizza shop where employees weren't wearing masks, and that includes those who were making the pizzas. When the customer confronted one of the workers on why she wasn't wearing her mask, the answer was she was tired of wearing it and giving her face a break.

I said Friday that the departments of Public Health and Social Services and Revenue &



Taxation had been tasked with the job of enforcing all the rules, and that they had sufficient staffing for it. Really? How many people do they have to cover how many workplaces in Guam?

In reality, social media will be the island's watchdog for organizations that don't do a good job in complying with rules and guidelines. Customers will abandon businesses that fail to ensure their safety and well being. This will happen long before the government investigators come around.

For business owners and corporate managers, this presents a serious threat to them getting their operations ramped up and producing profits. You can have the most extensive and all-encompassing plan imaginable, but the kid making eight bucks an hour can trash it, just because.

As the saying goes, a chain is only as strong as its weakest link. Where is your weakest link?

Is it the frontline? Is it frontline supervisors? I've spent years working with both groups for many companies in Guam, and have helped put in place realistic plans and procedures to keep those two groups focused and delivering the kind of performance that keeps away the kind of trouble we're talking about here.

Compliance fatigue is real and it's likely already an issue for your organization. If left alone it will just grow, and eventually lead to problems you don't need. And we haven't even scratched the surface yet.

It's a brand new world of work. Are you ready for it?

That's The Extra Point. Stay home and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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For information on training and consulting services from Jerry Roberts, please click this link: guamtraining.com

