

Q. I'm depending on a co-worker to provide some critical information regarding a project we're working on. It's late coming and I can't do my job without it, so I've followed up with her several times via email. She tells me I'll have it within a few days, but I've yet to receive it. I'm not her boss, so I can't pull rank, but I know I need to do something. Our deadline is looming and I don't think we're going to make it! Doesn't she get it?

A. Your team's success is your priority – a great approach to take. Both of you are responsibly for trying to solve the problem. Even though you're not her boss, you're each accountable to doing your part, which means it's ok to respectfully call her on actions that don't support your common goal. You could ask your boss to get involved, but resolving to create a win-win situation through conversation, cooperation, and collaboration, is the mark of a great leader. Ask your co-worker to meet with you to discuss the projects progress and insist it be face to face.

#1. Be clear with what you want from your meeting, before hand. Think back to what was agreed upon between the two of you. What was understood versus what has occurred?

2. Stick to the facts, without the drama. Be willing to share your feelings and what you've noticed. How will your input help your team move forward?

#3. Be curious and open. Be supportive without criticism so your co-worker will hear your feedback. Don't assume – you may have misunderstood or miss communicated. How can you invite her to talk about the problem, so that you can solve it together?

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