



3 Minute Mentor

Episode 16 Show Notes

How should you escalate something?

Mostly escalation is a good thing when it's done right.

Let's ask three questions about escalation: what, how and what goes wrong?



First – what to escalate

- Important that you escalate the decision not the person
- It needs to be based on the input or content they missed
- Maybe something about the analysis that would have produced a different result
- Very hard to base it on judgment – theirs vs. yours
- A good management team will respect the need for escalation and be keen to help

Second- how to escalate

- First you need to tell the other party why you disagree
- Try to mediate yourself or get someone else, a third party colleague, to
- If still not resolved, suggest you engage a higher level person for help
- If refused you need to tell them you are going to do it, before you do
- When you present your case, use facts and analysis
- If you do this and fail to make the change in decision you then should consider escalating again

Third – what can go wrong

- Don't make it personal – its not about you vs. them, it's about a business decision
- In most circumstances don't escalate if the procedure was not followed, it's the outcome you care about
- Avoid using your own source of data to prove a point – you need to use company accepted data
- You may have a manager who can't cope with conflict or has favorites, that's a different issue

Bottom Line: For the good of the business you may need to escalate a decision, but make sure it's about the business and what's best for the company, not you.