

# The Disconnect Principle – Pure and Simple – by Ann Latham

## The Disconnect Principle:

**When something doesn't go the way you expected,  
all you know for certain is that  
something didn't go the way you expected.**

## You certainly don't know why!

The potential reasons for something not happening as expected are extensive. Consider the following and all the variations on these themes limited only by your creativity:

- No one understood your expectations.
- The person you expected to do something didn't think it was their responsibility.
- That person misunderstood your expectations.
- That person knew it was their responsibility, but other priorities or obstacles prevented action.
- That person was stopped by fear to act or concerns about whether the action was a good idea.
- That person needed help and couldn't get it, was afraid to ask, or got help that was misguided.
- That person did what they thought was best, knowing it wasn't exactly what you wanted.
- That person actually did what you wanted, but you just haven't been told yet!

**When your expectations aren't met, it doesn't matter  
whether you are dealing with a boss, a coworker, or a direct report.  
Your best response is, "We have a disconnect."**

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