

THE OVERCOMMITMENT CYCLE

Step 1

Understaffing results in extra work for everyone else.



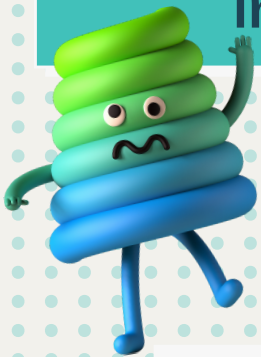
Step 2

People become overcommitted and overextended, accepting too many projects with too little lead time.



Step 3

Eventually, the pace can no longer be sustained. Projects are delayed, clients and collaborators become frustrated, and the pressure increases.



Step 4

People begin to shut down. They resist new tasks, responsibilities, or opportunities to relieve the building pressure.



Step 5

As people burn out, their extra work is passed on to someone else. And the cycle starts over.

Left unchecked, the overcommitment cycle will have cascading effects throughout the organization, resulting in even more **turnover**, **understaffing**, **delays**, and **lost profits**.