



Direct Orders and/or Insubordination

Direct Orders

Employees sometimes disregard directions, instructions or orders (direct orders). Supervisors must be aware of the following items as they relate to direct orders:

- A supervisor or an individual with the authority to give such an order must clearly communicate said order to the respective employee.
- The employee must be aware that the supervisor giving the order has the authority to do so.
- The direct order cannot subject the employee to an unsafe or unhealthy condition beyond that which would normally be expected as part of the duties of his/her job.
- The direct order cannot require the employee to commit an illegal act; or be unrelated to the orderly, efficient, and safe business operations.
- Prior to issuing the direct order, the employee must have clearly refused to carry out the direction, instruction or order.

Issuing a Direct Order:

Statement A: I have given you a direct order. Failure to carry out this order will be considered refusal to follow a direct order -insubordination.

Statement B: You are hereby warned that failure to carry out this order may be grounds for dismissal.

Statement C: Following statement "A" and "B", the supervisor orders the employee to carry out the direction, instruction or order.*

** There may be some instances, e.g. assault on a fellow employee, threats of violence, when it is not practical or possible for the supervisor to repeat the entire sequence for issuing a direct order. In these cases, safety must be considered first. "It is the City of Miami's goal, with full support of management, to establish and maintain a safe work environment that requires a policy of zero tolerance towards violent behavior or the threat of such behavior by any employee."*