

Like the old saying goes: Believe what they do, not what they say.

- 1) They may not be competent enough to deliver on time and communicate their progress.
- 2) Maybe they don't understand how important this project is to you. Test if this is the case by explaining how important the project is to you.
- 3) If they are competent, if they missed your deadline and failed to keep you in the loop, your project may be important to them, but they have many competing important things and yours isn't as much of a priority as they claim.
- 4) Something is hindering them from completing the work on time. You can ask them about it and have a conversation about it, and try to solve it.