SEVEN

COMMUNICATION PARADIGM

STEPS TO COMMUNICATION WITH THE RECEIVER



PAINT THE PICTURE

WHAT IS THE CURRENT STATE...



PRESENT THE POSSIBILITY



3 PRESENT THE PROBLEM

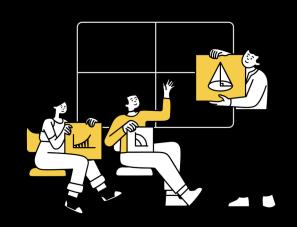
WHAT IS THE IMPACT THAT WE ARE GOING TO DEAL WITH?



4

PRESENT THE PROCESS

WHAT IS EXPECTED FROM THE INDIVIDUAL, LEADER, AND ORGANIZATION...



5

MAKE THE PROMISE

OFFER VALIDATION CHECK TO BE SURE THE INDIVIDUALS UNDERSTAND WHAT YOU'VE EXPLAINED.



6

MAKE THE PLEA

PROVIDE THE FIRST THING THAT THE INDIVIDUAL NEEDS TO DO, WHAT IS THE ACTION STEP, WHAT ARE THE PROGRESS GOALS, AND WHEN ARE THE DEADLINES?



FOLLOW UP

AFTER WE'VE HAD TIME TO PROCESS THE COMMUNICATION, WE WANT TO FOLLOW UP AND BE SURE THE COMMUNICATION IS UNDERSTOOD, AND WE ARE MOVING FORWARD AS EXPECTED:

OPEN - I WANT TO FOLLOW UP ABOUT THE CONVERSATION WE HAD A FEW DAYS AGO AND MAKE SURE YOU DON'T NEED ANYTHING FROM ME. **CONFIRM** - WHAT DOESN'T MAKE SENSE?

UNCERTAINTY - WHAT DO YOU FEEL UNCERTAIN ABOUT?

UNKNOWN - WHAT INFORMATION DO YOU STILL NEED ABOUT WHY WE'RE MAKING THESE DECISIONS?

HOLD PEOPLE ACCOUNTABLE TO THE PARAMETERS SET IN "MAKE THE PLEA"



