

SEVEN COMMUNICATION PARADIGM

STEPS TO COMMUNICATION WITH THE RECEIVER

1

PAINT THE PICTURE

WHAT IS THE CURRENT STATE...



2 PRESENT THE POSSIBILITY

WHAT IS THE DESIRED STATE...



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?



7

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"

