

LEADERSHIP BOOT CAMP



TOOLKIT

10: Communication Worksheet



Step 2 Engage

Tips

- Set the tone
- Clarify the purpose
- Establish the process
- Keep it focused, safe, productive

Purpose

Outcome

Step 3 Mutual Understanding

Tips

- Reclarify the purpose
- Inform (observation and impact)
- Explore (ask and listen)
- Summarize

Inform

Explore

Step 4 Commitment to Action

Tips

- Gain closure on key points
- Transition to action planning
- Get commitment on key actions
- Set a follow-up date

Action Plan

Course of Action:		
What	Who	When
Follow-up Date:		

Step 5 Follow-Up

Tips

- Build the relationship
- Ensure accountability
- Hold follow-up
- Learn from the experience

Notes