

GETTING CLEAR & CLOSING THE LOOP



PERSONAL CHALLENGE

Think of the situations or information you often need to communicate with teammates and customers. Work your way across the matrix, filling in each box with what kinds of information you would communicate to each person or group using each of the methods on the left, including how quickly you need to communicate each one.

WHO HOW	Customer	Co-worker	Supervisor	Another Department
Phone				
Text				
Email				
In Person				

WHAT & WHEN

URGENT SITUATIONS:

What constitutes an urgent situation?

1

Who do you talk to about it?

2

When do you tell them?

3

How do you tell them?

4