

Communicating for Positive Results

This template can be used to plan any type of communication at work or at home (eg a phone call, a team briefing, a conversation about progress on a project, a meeting, a performance discussion etc).

What is your desired outcome for this communication? What do you want to be different after the communication?
How will you know you have achieved your desired outcome? What will you see, hear, think, feel? What will others be saying, doing, thinking, feeling?
What will you say? What is your opening statement to engage the audience and describe the topic clearly?
Consider what the audience might want from the communication. What questions or objections might they have? What is their perspective on the issue?
What are the main points you want to get across? How will you communicate them?
What emotion do you want to convey in your tone of voice? What Style will convey this?
What facial expression, body posture and tone of voice will be consistent with the message?
What will be a successful ending for the interaction? How will you close?