



**Communication Promise**

	<b>Who Delivers</b>	<b>Venue</b>	<b>Audience</b>	<b>Frequency</b>
<b>Company Update</b>	CEO	Email and Town Hall	All Employees	Monthly
<b>Business Line Update</b>	Business Line Leaders	Blogs, Tweets	Matrix Employees	Bi-Monthly
<b>Sales, HR, Finance, etc.</b>	Function Head	Email / Meetings	All employees	Monthly
<b>Department Update</b>	Line Managers	One on one meetings	Direct Reports	Monthly
<b>Innovation Update</b>	All Employees	Email /text Dept. meetings	Managers and above	Always

*Sample of Communication Promise*

## Your Communication Promise

Communication Type	Who Delivers	Audience	Venue	Frequency

## Providing Corrective Feedback

When dealing with problem situations, sometimes we can't see the forest for the trees! Look for cues to arising problems and tackle them immediately to stop a situation from becoming a bigger problem, or worse yet, an irrecoverable situation. Like positive feedback, this requires practice.

The key to effectively managing a problem is to communicate it in a way that will allow the employee to respond in a non-defensive manner. If you accuse without knowing the reason why, the employee will likely become defensive and you will be unable to resolve the issue.

Using this tool will help you to assess the reason why a problem is occurring and then give you the ability to appropriately respond to solve the problem. Try the following steps to communicating, assessing and solving problem situations.

1. **Communicate the situation** – the first step is to communicate the problem in a very direct, specific and non-punishing way.

**Example:** I noticed that XYZ project is \$10K over budget and it appears you haven't requested a change order. Can you explain what happened?

2. **Diagnose the cause** – listening to the answer will help you to diagnose the cause as:
  - Expectations ("I didn't know what the XYZ project budget was.")
  - Motivation ("I know, but I've been dealing with other things")
  - Ability ("I thought I could get it done, but it took me longer than I expected")

3. **Respond based on**

**See complete information in full document**