

Your Communications, Uncomplicated!		21 Steps to Better Communications
Expectations	Yes No	Notes to Expectations
<p><b>Face to Face communication</b></p> <ol style="list-style-type: none"> <li>1. Can we agree to meet weekly?</li> <li>2. Can I freely reschedule when our meetings are overridden?</li> <li>3. Can I go first?</li> <li>4. Our meeting will routinely cover:               <ol style="list-style-type: none"> <li>a. Upcoming travel</li> <li>b. Calendar</li> <li>c. Meeting conflicts (which can I reschedule)</li> <li>d. Review of your current projects</li> <li>e. Review of my current projects</li> </ol> </li> </ol>		
<p><b>How do you want to be prepared for the day?</b></p> <ol style="list-style-type: none"> <li>5. Print your calendar.</li> <li>6. Use color coding for appointments.</li> <li>7. Use color coded files by action or importance.</li> <li>8. Use Monday – Friday files.</li> </ol>		
<p><b>Task delegation and follow up</b></p> <ol style="list-style-type: none"> <li>9. We will use Email subject lines to define Action, Due Date and Priority</li> <li>10. When you come into my workspace, you will allow me to fully switch my attention so that I can completely capture your request.</li> <li>11. When leaving a task request by phone, the importance and due date will be included.</li> <li>12. Do you want me to report back when tasks are completed?</li> <li>13. Or, do you want to assume that a task is complete unless you hear from me?</li> </ol>		
<p><b>Meeting management</b></p> <ol style="list-style-type: none"> <li>14. I will utilize the Standard Meeting Request Form.</li> <li>15. I will insert the agenda and supporting documents into a meeting appointment.</li> <li>16. I will maintain files in preparation for upcoming meetings.</li> </ol>		
<p><b>Travel management</b></p> <ol style="list-style-type: none"> <li>17. Travel Package will include:               <ol style="list-style-type: none"> <li>a. Receipt envelope</li> <li>b. Full itinerary with confirmation numbers</li> <li>c. Driving directions and drive time</li> <li>d. Contact addresses, business phone and cell numbers</li> <li>e. Itinerary for family</li> </ol> </li> <li>18. The best way for me to reach you when you are on the road is               <ol style="list-style-type: none"> <li>a. Phone Call</li> <li>b. Email</li> <li>c. Text</li> </ol> </li> </ol>		
<p><b>Priority management</b></p> <ol style="list-style-type: none"> <li>19. As a rule, you can assume that I will be working on assignments on a first-in / first-out basis.</li> <li>20. True emergencies will be the exception to that.</li> <li>21. We will make every effort to identify a true emergency as _____</li> </ol>		