# STAGEN

## COMMITTED ACTION PRACTICE LOG

| Date | Situation / Project / Activity | (Effective) Request | (Committed) Response | Results |
|------|-------------------------------|---------------------|----------------------|---------|
|      |                               |                     |                      |         |
|      |                               |                     |                      |         |
|      |                               |                     |                      |         |
|      |                               |                     |                      |         |
|      |                               |                     |                      |         |
|      |                               |                     |                      |         |
|      |                               |                     |                      |         |

STAGEN

## REQUESTS

| Ineffective Requests | Effective Requests |
|---|---|
| "Someone needs to work on the manager's report." | "Andy, I need the managers' report by noon tomorrow so I can prepare for a meeting. Will you complete it by then and leave it on my desk?" |
| "I'd like to get a copy of those sales figures." | "Jon, I need your team's sales figures by the end of day today so I can begin strategizing for Q2. Will you send them to me by email?" |
| "We could really use some fresh ideas." | "I want everyone to bring two new ideas to Thursday's 3 o'clock meeting and be prepared to discuss them. Raise your hand if you will do that." |

## RESPONSES

| No (I Decline) | Yes (I Agree) | I Promise to Promise | I Counteroffer |
|---|---|---|---|
| "No, I'm not going to be able to attend that meeting." | "Yes, I will complete that report and send it to you by Wednesday at 5 p.m." | "I'll get back to you with an answer by noon on Friday." | "Although I can't get the report to you by Wednesday, I can commit to have it to you by end of day Friday." |