STAGEN

COMMITTED ACTION PRACTICE LOG

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

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."