

# EFFECTIVE ENGAGEMENT™ MODEL

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- 1 Share the context and problem**
    - a. Give people the whole story
    - b. Allow for people's learning curve
    - c. State who will make the decision and when
    - d. Prepare to hear alternative problems or data

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  - 2 Gather input**
    - a. Know what kind of input you want
    - b. Craft open and neutral questions
    - c. Choose who to involve
    - d. Create forum(s) to collect and analyze the input
    - e. Summarize the input and feed it back

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  - 3 Make the decision**
    - a. Adhere to the timeline and designated decision maker
    - b. Prepare a rationale based on the input

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  - 4 Present your decision and rationale**
    - a. Take people through your thought process
    - b. Provide ample opportunity to ask questions
    - c. Float no trial balloons
    - d. Respond constructively to challenges and complaints

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  - 5 Describe your expectations and the implications**
    - a. Tell people what happens now that the decision is made
    - b. Expect "rubs" to emerge
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