

1

What do we need to achieve?

Be specific, use SMART technique
Usually binary – achieve / not achieve
Objective – not subjective
Use \$ or numerical targets if possible

2

What resources do we need to achieve this?

Financial resources
Time resources
Coaching / assistance

3

What are the rewards for achieving this?

Not 'I keep my job'
Tangible: day off or a bonus
Promotion or recognition

4

What are the consequences of not achieving this?

Usually in line with Q3 from the other angle
Needs to be consistent with labour laws
This is their idea – they may need to be coached through this

How to:

1. One sheet at a time
2. Help them with the answers whilst letting them own their role in this exercise
3. Use clear language
4. Don't rush, better plans take more time