

Lesson 6: Quick Start Model: Situation Action Result

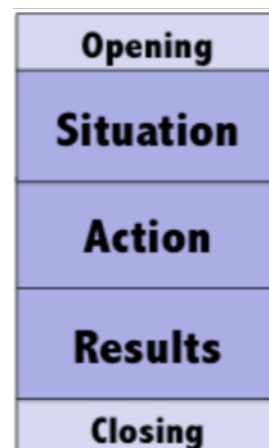
We've all had that time where we had to present our ideas to our leader or maybe give a recap on something that has already happened to senior leadership. We then struggle with this message because we get too caught up in why something happened and don't put efforts towards achieving results. When our leaders only hear us talking about why this happened, and why that happened, but don't give any solutions to move forward, they start to think things we don't want them to!

Situation – Action – Result

Leaders greatly appreciate the Situation – Action – Result structure because it gives a clear idea of what happened, but also stays results focused. This template can be effective for reviewing corrective actions (fixing problems, course correcting projects, etc.) and their results because of the balance it spends on defining the problem and costs with the actions and results to move forward with.

The first half of this model allows the speaker to describe the situation of the problem, challenge, or previous situation. The transitional moment occurs when the speaker changes the topic from the issues and costs, to the proposed path and solution forward. The remaining half of the presentation focuses on the solution and how it will be implemented. This format does not spend much time reviewing why or how the solution was selected. It is focused only on the implementation of the solution, not the justification of the choice.

Leaders greatly appreciate action-oriented communications, but they aren't the only one. Your other audiences will appreciate this model too.



MESSAGE BUILDER

