

<p><b>Know</b> (What I want people to know, learn, or question?)</p>	<p><b>Feel</b> (How do I want people to feel when I'm done?)</p>	<p><b>Do</b> (What I want people to do as a result of my communication?)</p>
<p><b>Behavioral Communication</b></p>		<p><b>Clear Communication</b></p>
<p>How is this relevant to what I do?</p>		<p>Connection to their workload</p>
<p>What, specifically, should I do?</p>		<p>List action steps</p>
<p>What do success and failure look like?</p>		<p>Expectations for success</p>
<p>What tools and support are available?</p>		<p>Ability to achieve success</p>
<p>WIIFM - What's in it for me?</p>		<p>Return to that person</p>

*Business901*

