

Commitment Clarification Exercise

THE
ADVANTAGE

Purpose: To ensure that teams leave meetings with no ambiguity about what they have agreed upon resulting in clear consistent communication.

Time Required: Five minutes

Instructions:

1. Toward the end of a meeting, the leader or facilitator should go to the white board and ask the team, "What have we agreed upon today?"
2. Team members provide individual responses.
3. If there is no consensus, the leader then provokes further discussion to eliminate any discrepancies and clarify commitments and agreements.
4. The leader then records all commitments on the board and has all teams members record them as well.

Application: To ensure clear consistent messaging in an organization, this exercise must be completed before key messages (with particular attention to the six critical questions) are cascaded throughout the organization.

Next Steps: To begin communicating key messages throughout the organization, follow the Cascading Communication Exercise.