

Improving Communication when Requesting Work

In an effort to reduce the inherent miscommunication when receiving a request for work or when requesting work, use this outline to help facilitate asking the questions necessary to insure that all expectations are managed and met.

Objectives:

1. Insure the request for work accepted is consistent with the results expected by the person requesting the work.
2. Prevent miscommunication.
3. Provide the blanks that should be filled in to insure the communication is clear.
4. Reduce the rework created when delivered work does not meet expectations.
5. Provide an easy-to-follow process for accepting and requesting work.
6. Provide questions to ask as we often forget to ask the important questions.
7. Improve relationships between internal suppliers and clients.
8. Improve our internal processes.
9. Reduce the stress we feel when we do not understand the expectations placed on us or deliver work that is not what was expected.

How to use?

If asking another team member to provide you information, a service, or a product simply use this form to quickly go over the expectations. Either the person receiving the request or the person requesting the work would fill out the critical information to insure the expectations will be met when the work is delivered. On a simple request, i.e. a task, this may take no more than a minute or so and certainly may not need the form; if the request is a project or more extensive process improvement work, the discussion may be substantially longer to insure that a full understanding is reached.

