WORKSHEET + WORKED EXAMPLE

Make an Update Useful

A short update with checked facts, a meaningful consequence, and a clear request.

15 minutes | Inform / Inspire / Influence · Clear facts and real choices

Use it in three moves

1. Separate facts, meaning, and the requested response.
2. Use specific numbers and owners where useful, with privacy and uncertainty intact.
3. Read the draft as the recipient: what do I know, what can I do, and how can I answer?

Inform · What has actually changed?

Use checked numbers, dates, and scope where they help. Label estimates; never invent precision.

Inspire · Why might this matter to the reader?

Connect the change to their work without telling them how they should feel. Include costs and unsettled questions.

Influence · What response are you inviting?

State the request, deadline, decision boundary, and alternatives. Be honest about what is required and what is optional.

Make an Update Useful

YOUR WORKING NOTES / CONTINUED

Check numbers, names, and privacy

Use role or owner names where necessary and agreed. Do not identify people who raised sensitive concerns.

Write the message people will receive

Combine only what the reader needs. Keep useful links and the request easy to spot.

Plan the response and follow-up

Who answers questions? How will people hear what changed because of their input?

A question for me

Am I inviting participation in a decision that has already been made?

See one way through

FICTIONAL WORKED EXAMPLE / NOT THE ANSWER TO YOUR SITUATION

Inform · What has actually changed?

The pilot now covers two shifts rather than one. The second shift starts on 18 November. Queue access is confirmed for both shift leads.

Inspire · Why might this matter to the reader?

This lets us learn whether the process works outside day shift. It adds a short handoff step, and we still need to check whether that burden is worthwhile.

Influence · What response are you inviting?

Please flag a missing access permission before Monday. Taking part in the feedback interview is optional; you can also send notes privately.

Check numbers, names, and privacy

Owner: pilot coordinator. Check date and shift count against the plan. Summarize concerns without naming contributors.

Write the message people will receive

The pilot expands to late shift on 18 November. We want to learn whether the handoff works across shifts, including the extra effort it creates. Please tell the pilot coordinator about missing access before Monday. Feedback interviews are optional; private notes are welcome.

Plan the response and follow-up

The coordinator replies by the next working day and posts a Friday summary of changes, open questions, and what cannot yet be resolved.

The thinking behind it

An update also teaches people whether their response matters. Name what is genuinely open and return to the questions they raise.

This original planner consolidates the collection's Inform/Inspire/Influence stages and its Numbers/Names clarity prompts. The organizing labels are credited to Gaurav Jain's collection; the wording, examples, privacy checks, and invitation to disagree are independently written.

Gaurav Jain · Leadership tools

Read You Have a Culture Problem by Nic Payne