

HalMacomber

The Project Reformer's e-Tip of the Week

014: Shift Good Intentions Into Commitments

Most people are well-intended. They want to please and often will go out of their way for you. But good intentions are insufficient for coordinating action on projects. The work of projects entails sequences of action. The completion of one task often releases work for other team members. An intention to perform work is insufficient for others to plan their work and to make commitments.

Listen for the intention. Shift it to a commitment.

- | *Sure, I'll take care of that.*
Great! Can I expect it by tomorrow?
- | *I'll fit it into my schedule.*
Let's look at what you might reschedule.
- | *I'll look into that for you.*
Please stop by at 4:00 PM to let me know how it's going.
- | *I'll try to get it done this week.*
Mary is waiting on that. Let her know Thursday if you still expect to complete it this week.
- | *I can help.*
What would you like to do first?

This is not manipulation. Your team mates will thank you for helping others be reliable. It sets everyone up for success. Trust grows when people perform reliably for one another. Now that's a payoff worth pursuing!

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