

HOW TO

# PUT MORE STRUCTURE INTO UNSTRUCTURED COMMUNICATION

## NOBODY'S AT THEIR BEST WHEN INTERRUPTED

Imagine how much more productive structured conversations will be than all the usual interruptions. The goal is to get into a cadence of regular, structured communication.



## SIDE CONVERSATIONS

### STOP AND TUNE-IN

Any conversation about shared work is worth taking notes on. Conspicuously take notes and use them as a reference when following up (in writing) to confirm next steps.

### SCHEDULE A FOLLOW-UP

Monitor progress on the next steps you confirmed. Adjust and course-correct as necessary throughout the process.



## INTERRUPTIONS

### SUGGEST A FOLLOW-UP

Redirect the interruption into scheduling a structured follow-up conversation. Suggest that between now and the follow-up, you each keep a list for later discussion.

### MAKE IT ROUTINE

Before the follow-up, consider sharing your lists with one another so you may both prepare. If the conversation goes well, consider scheduling another following the same routine.