

MANAGER IMPLEMENTATION GUIDE

Building Clear Communication Into Everyday Work

Tool 26 - Communication Intent Guide

The Communication Intent Guide is the handout employees use. This document explains how managers can introduce the guide and make it part of normal workplace communication.

This is an instructional guide. It is not another form.

☰ Explain the 3-Step System

Managers should understand that Tool 26 asks employees to think about three things before communicating.

STEP 1 Why am I communicating?	STEP 2 What response do I expect?	STEP 3 How soon do I need it?
• Information • Understanding • Action • Decisions • Ideas • Review • Risk / Issues • Collaboration • Personal	• No response needed • Read / Be informed • Reply / Respond • Complete a task • Decide / Choose • Review / Provide feedback • Acknowledge receipt	• No Rush • Today • This Week • By a Date • ASAP • Emergency / Immediate Action

After choosing the intent, expected response, and timing, the employee gives the actual message with the details and context the other person needs.

✓ Why Managers Should Use It

The goal is not to make communication slower or more complicated. The goal is to reduce avoidable confusion.

A message can create problems when the receiver does not know:

Why it was sent	What they are expected to do	When they are expected to do it
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Small misunderstandings can sometimes lead to missed deadlines, repeated work, customer problems, safety problems, conflict, or other costly mistakes.

🔗 How to Add Tool 26 to Office Culture

- Introduce the Communication Intent Guide to the whole team.
- Explain the three questions in a team meeting.
- Give the guide to new employees during onboarding.
- Keep the PDF in the company knowledge base or shared drive.
- Keep printed copies where employees can easily see them.
- Use the same language when communication becomes unclear.
- Managers should use the system too so employees see it as a team habit.

✉ Using It in Email

Before an important email, think about:

- **Intent:** Why am I sending this?
- **Expected Response:** What do I need from the receiver?
- **Timing:** When do I need it?

Employees do not have to write these three labels in every email. The guide is meant to help them think clearly before sending.

👥 Using It in Meetings

Use the same idea when starting a meeting or discussing an important topic.

EXAMPLE

- **Purpose:** We need to decide which option to use.
- **Expected Response:** I need everyone to review the options and give feedback.
- **Timing:** We need a decision by Friday.

💬 Using It in Workplace Chat, Teams, Slack, or Text

Encourage employees to avoid vague messages when the details matter.

INSTEAD OF

“Can you look at this?”

TRY

“Can you review this and tell me if you approve it by 3 PM?”

🗣 Manager-to-Employee Communication

Managers should use Tool 26 too. When giving important instructions, make the purpose, expected action, and timing clear.

Employees should feel comfortable asking simple questions when something is unclear, such as:

- “What do you need me to do?”
- “When do you need this?”

👥 Employee-to-Employee Communication

Coworkers can use the same system when requesting help, sharing information, asking questions, assigning work, or coordinating tasks.

💬 Interpersonal Communication

The same idea can help during normal workplace conversations. Not every conversation needs a formal structure. The guide simply helps people make their purpose and expectations clear when misunderstanding could matter.

Tool 26 Is Still Under Development



Tool 26 is a developing ClearMethodIQ tool. The current Communication Intent Guide can be used now. We are developing additional resources, including an email communication template, and will add them to the Adult Business Kit when they are ready.

Managers do not need to wait for the future additions to start using the guide.