



## Perceptive Learning

### **MAKING THINGS HAPPEN**

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*By validating commitments and defining shared actions, real progress can be accomplished.*

#### **Rationale**

Here is a scenario that occurs all too often. Two people will leave an encounter; each with their own perception of what needs to happen next on the task, sale, project, or initiative. Assumptions are made that the necessary actions are prioritized, timelines are committed to memory, roles are established, and all will therefore be handled. Wow! Don't we know that isn't always the case?

Establishing clarity and arriving at shared expectations makes a huge difference in the ability for people to get the right things done, and to get things done right.

#### **Key factors that justify this approach:**

- Salespeople have multiple-call sales cycles and interact with many different people in an account
- Leaders have frequent interactions with subordinates
- Project Managers and Implementation professionals work with many customers
- Internal individuals or teams work together on a multitude of key projects

Meaning? There are incredible opportunities for improved value in terms of time, money and results if improvements are made in establishing Clarity and setting Expectations at critical junctures of any business activity.

#### **Description**

Learn to build and use a comprehensive communication vehicle designed to achieve/confirm exceptional clarity and understanding between people that promotes action.