Participant – Katrina Kilborn

What is most important?

- Clear, simple language. Do not assume the leader knows all of the acronyms and "lingo"
- Translate to what the leader knows (example: customer deliverable) vs working level details (example: serial numbers of units)
- Simple charts with clear messages, no 8pt font! Ensure the data is accurate so we don't debate the quality of the chart during the review
- Do not read the charts- be prepared to drive the discussion you are looking to have in the meeting.

What hooks them?

- Upfront purpose and summary of the meeting. Remember the team is coming from a day of a variety of subjects, doing this gives them an opportunity to reset to your topic.
- Specific actions and help needed
- Committed completion dates and progress towards the plan
- Why do I care? What are the downstream implications?
- What other options did the team consider and why did we select the path we are on?

What details do they need?

- Depends on the situation but typically enough detail to discuss with senior leaders or senior level customers
- See above too

What are they willing to compromise?

- Highly technical details- distill to basics and basic "whys"
- We don't necessarily need charts we can just have the discussion