



## FOLLOW-UP GUIDE

# How to Give Instructions That Are Understood and Acted On

A leader's success depends on developing strong interpersonal relationships and influencing others by building credibility and communicating clearly. In this course, you will learn:

- How to use two-way communication to avoid confusion.
- A proven five-step method to give clear and actionable directions.
- A simple method to confirm understanding and prevent misunderstandings.
- How to give instructions once, and get timely, effective action.



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### Personal Action Plan Follow-Up Guide

Follow-up with participants reinforces accountability in the learning process, emphasizing the importance of applying newly learned skills. It ensures that participants take action, creating a positive impact on your organization and its employees.

**Objective:** This follow-up guide helps managers, coaches, and mentors provide ongoing coaching and encouragement to participants of *The Leadership Journey*™ while strengthening the participant-manager relationship through trust, communication, and positive feedback.

#### Follow-up discussions offer a valuable opportunity to:

- Reinforce the importance of applying new skills to solve real workplace challenges.
- Highlight the impact of skill application on individual and team success.
- Recognize participants' progress, ensuring they feel valued and supported.
- Motivate participants with positive reinforcement and praise.
- Strengthen relationships through consistent follow-up.



Below is a list of personal action plan questions for this course. You should receive a completed personal action plan from each participant you are following up with.

Follow-up should occur after the participant has applied their personal action plan. While it is recommended to follow up before the next training session, this may not always be possible.

**(The follow-up guide continues on the next page.)**



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### Personal Action Plan Questions Participants Completed



1. What is your most important takeaway from this course that you will use when giving instructions?
2. Think of a situation where you'll soon need to give instructions to a team member or coworker. Describe it below.
3. Using the five-step method, write a script of what you plan to say when you ask them to do the work.
4. Practice your script out loud until it feels natural and confident.
5. Before delivering your instructions, review your script to reinforce the key points.

**(The follow-up guide continues on the next page.)**



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The goal of this exercise is to discuss how the participant has applied their new skills to workplace situations. Below are suggested questions for your follow-up discussion. Feel free to add, modify, or omit questions as needed, and include any insights or suggestions to support the participant.



1. What's your most important takeaway from this course? How have you been using it?
2. Tell me about the situation you described in your action plan. How did it go?
3. Walk me through the script you prepared. Which parts were easiest to use? Which were harder?
4. Did you get the response or result you were expecting? How did the other person respond?
5. Have you been using any follow-up questions to confirm understanding when giving instructions? What's been helpful?
6. Is there anything else you'd like to discuss or share about giving clear instructions that drive results?



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### About Business Training Experts

Since 2002, Business Training Experts has been dedicated to transforming supervisors and managers into effective, high-performing leaders through our renowned program, *The Leadership Journey*.

At the core of *The Leadership Journey* are ten essential leadership skills critical for successful team and organizational performance:

1. Accountability and taking ownership
2. Change management
3. Coaching and mentoring
4. Communication
5. Conflict resolution
6. Empowerment
7. Motivation and attitude improvement
8. Professionalism
9. Relationship building
10. Teamwork

Our proprietary burst learning model goes beyond traditional training by spacing out short, practical courses over time. This approach enables leaders to learn and immediately apply skills to real workplace challenges, ensuring mastery of each skill before moving to the next course.

Follow-up tools reinforce accountability, ensuring new skills are consistently applied for lasting impact and measurable results.

With over 1,500 companies served across diverse industries, our mission is to maximize organizational potential by developing skilled, accountable leaders who drive productivity, engage employees, and strengthen teamwork at all levels.

Learn more by visiting [www.BusinessTrainingExperts.com](http://www.BusinessTrainingExperts.com).