

Impact Check-In

Use this tool to guide you as you check in with those you affect—your customers, your team members, and your peers.

It's a good idea to establish regular, quick check-ins with these people at an agreed-upon cadence. Leadership should try this first and serve as an example for the rest of the organization.



Impact Check-In

WHEN AND WITH WHOM MIGHT YOU USE THIS TOOL?

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Note: You already will have set up these check-ins with whomever you utilized the 3 Questions tool, as question 3 establishes a check-in cadence.

HOW TO USE IT

Identify a person you impact.

PREPARATION:

1. Write the date of the check-in meeting.
2. Ways you haven't been helpful. Identify ways you perhaps have made this person's job harder or failed to make it easier when you could have.
3. Possible adjustments. Identify ways you might improve your helpfulness to this person.

EXECUTION:

4. Meet and share. Meet with this person and share the thoughts you identified in columns 2 and 3.
5. Get feedback. Get the person's feedback about what you have shared with them. Agree on a plan of action.

Person

PREPARATION

EXECUTION

DATE

WAYS I HAVEN'T BEEN HELPFUL

POSSIBLE ADJUSTMENTS

FEEDBACK

MEET AND SHARE

This tool is just one of 50+ situational frameworks and tools available through the Arbinger's Institute's robust training programs.

From selecting a new hire to making a key business decision, Arbinger has a tool for any business challenge you can come across. Get in touch today to learn more about Arbinger's Outward Leadership, our leadership development program, that changes mindsets and improves organizational performance.

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