

HOW TO GIVE A STATUS UPDATE

Whenever you deliver a status update there are two rules to follow. These two rules apply to both the introduction and the delivery of each update. Keep these rules in mind and your audience is much more likely to pay attention to what you say.

1. **Tell** them what they **need** to know
2. **Ask** them what they **want** to know

Use these rules to help you prepare, introduce, and deliver an effective, valuable, status update.

Prepare the update		
1	Identify topics the audience NEEDS to know about	Focus on things that impact the audience, or impact things the audience cares about. If there are no problems with a particular project or task say that (“everything is on track”)
2	Identify the CHANGE in the expected EFFORT or OUTCOME for the topic	Effort = Time, Cost, Resources, (difficulty) Outcomes = Financial, Speed, Efficiency, Quality, Compliance, Safety, Reputation, Engagement
Deliver the update		
3	Introduce the overall update	<ol style="list-style-type: none">1. Say how many topics you will talk about and name them.2. Summarise each topic in no more than two sentences.3. Ask the audience if they want an update on a topic that isn’t in your list.
4	Change the order or content (if needed)	If the audience asks for a different topic, or wants to hear about a particular topic first, reorder your update to include what the audience has asked for. Do not remove anything you need, or anything you know the audience needs. But do prioritise so you cover the most important items as soon as possible
5	Deliver the first status update	Summarise the update using GOAL, PROBLEM, IMPACT, SOLUTION <ul style="list-style-type: none">• Goal = We want to achieve XYZ outcome.• Problem = What’s making it difficult to achieve the goal?• Impact = How does the problem impact the goal (change in effort/outcome)?• Solution = What is being done to address the problem and remove/reduce the impact? Do not include history, background, detailed steps of work done. (if the audience wants to know these things they can ask) Include TIMEFRAMES for the goals, problems, and solutions. Don’t forget about risks – and include timeframes for risks
6	Ask what else they want to know about that update	Keep answers short and factual. Stay focused on the solutions and future work.
7	Ask for things you need	Do this either during your update (step 5 above) or after you’ve answered the audience’s questions. This usually comes in the “solution” part of your update