

The Write Plan, LLC Newsletter

- A Technical Writing Solutions Company

"Does Anyone Understand What You Are Saying? and Bounce Back From Mistakes."

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What's New ...

September already Kids back to school, no more late staying up late and homework (probably more for the parents) to complete!!!

So here we are the last 3rd of the year to go, what a fast crazy year Im sure for all of us. However, we still must continue the networking for our business to continue the growth. Hopefully all of you are reviewing the calendar and finding great events and people at the events to connect with. If you have not attended an event in some time why not, what are you waiting for???

Remember as the networking I have been to plenty of the fine events in and around the Pittsburgh area should you need help navigating through the decision on which to attend or even what to do I am only a phone call or email away!!! :o)

Happy Networking!

Chad "The NetworkING of Pittsburgh"

About Us

To encourage and promote the growth and success of other business owners. We offer the benefits of years of experience creating the solutions to the problems that are often roadblocks on the path to success.

Instead of enjoying their professions, many business owners are feeling overworked and understaffed. **The Write Plan, LLC** can help you reclaim your original vision by offering friendly, collaborative assistance on large and small projects.



NEED HELP PROMOTING A NETWORKING EVENT?

If your event would be of interest to entrepreneurs and small business owners please submit your event information for inclusion on the monthly networking events calendar by [clicking here](#).

HAVING TROUBLE TELLING OTHERS YOUR BUSINESS EXISTS?

If you would like **over 2,400** other businesses to find your business monthly, why not [advertise](#) within this newsletter.

HOW DO I SIGN-UP TO RECEIVE MY OWN COPY OF THE NEWSLETTER?

If you are looking to receive your very own copy of this newsletter each and every month please submit the form on our webpage http://www.thewriteplanllc.com/Monthly_Newsletter.html

FEEDBACK, QUESTIONS, OR COMMENTS?

Please submit feedback, questions, or comments on the Request Form webpage http://www.thewriteplanllc.com/Request_Form.html

GUESTBOOK

Tell us what you think of our services, newsletter and networking calendar by [clicking here](#).

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One of the first diagnostic tasks on an engagement is to review work of prior consultants for the client. Although I probably use more jargon than I should, some of these consultant reports are vague, unclear and some entirely almost unintelligible. Is this a problem for all consultants or just those my new clients have previously used?

Every profession has its jargon, concepts and approaches for which its practitioners are obligated to make clear to colleagues as well as users of their services. Do management consultants always do this? No, and there is one good reason for this. Our clients, in part, hire us for our experience in areas with which they are unfamiliar, for our perspective in seeing things in ways they may not, and for our insights into possibilities that they could not imagine. That sets an expectation that we interpret can only be satisfied by the new, the innovative and the complex. Adding to the mystery of this priestly concoction are terms and constructs unfamiliar to the reader. My own experience looking at reports done by some of the most highly regarded strategy firms in the world bear out that even heavily edited and professionally prepared slide decks contain stretches of imagination and presentation that clients assert don't make sense to them.

There are a few areas in which we need to improve. First is jargon, which doesn't sound like jargon anymore because we hear it all the time. Second is our use of concepts that sound good but make no sense in our work. These apply to both our **application** of the concepts we think we are using as part of our methodology and our **communication** of it to our clients. One good example is, "thinking outside the box." This implies both that you know specifically what the "box" is, and that you intend to frame the diagnosis or design in terms restricted to that "box," thereby precluding possible agility, innovation or disruptive concepts into your work.

Tip: A Forbes article on business jargon fairly well describes this phenomenon. Consultants, who are most susceptible to using it and are often in a unique position to influence it in a client's business conversations, are advised to closely monitor their use of jargon or tired business clichés.

I really screwed up at a client. It was an honest mistake, or at least it was unintended. My concern is that it may have caused problems in related areas of the company of which I am unaware. Consultants are supposed to be the experts so the gut instinct is to fix the problem quickly, tell those who are affected, and figure out how to not let again. Anything else?

We all make a mistake now and then. Most of us admit it to ourselves. Some even admit it to others. There are two concerns in a situation like yours for a consultant's mistakes.

First, you cannot possibly know the extent of the impact your mistake will have and the extent to which it ripples through the company and its stakeholders. A consultant cannot have deep insight into how a company's informational, social and power networks really work until they have been there for years. Therefore, you need to fully disclose to management and encourage them to disclose across the enterprise what happened. If done quickly enough, you might be able to stop the propagation of the mistake throughout the organization. Delay can be deadly to your client.

Second, it is a cliché but research bears supports the conclusion that one of the most powerful sources of personal and organizational growth come from making, and fixing, mistakes. Air crews and hospitals both have technical environments with fast paced operations and hierarchical power structures. When mistakes in those settings are suppressed, they tend to amplify the likelihood of future hits to performance. As hard as it is, get the mistake out in the open, take your licks and own the process to make sure it won't happen again.

Tip: Take a quick look at an article on recovering from mistakes in business for some examples to give you heart and some references. As hard as it might be to keep pushing your mistake out in the open, you have a rare opportunity to turn your mistake into a problem solving initiative that benefits the client beyond the scope of your initial engagement.

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