



Before the Conversation

Take five minutes before we meet. What you bring makes the snapshot better — name what you have been guessing at.



DECISIONS

What has been waiting? Name a call you are not sure is yours, mine, or someone else's now.

A DECISION I'M UNSURE WHO OWNS:



QUESTIONS

What have you been sitting on because you weren't sure where to take it? Ask it here first.

A QUESTION I HAVEN'T ASKED YET:



UPDATES

What would you need to hear — and by when — to keep moving without guessing?

WHAT I NEED TO HEAR, AND BY WHEN:



MY TOP THREE RIGHT NOW

Your top three, one line each.

1

2

3



BRING THIS WITH YOU: There are no wrong answers here — the question you have been holding back is usually the most useful one.



WEEK 8 • STABILITY IN UNCERTAINTY • FOR THE TEAM CONVERSATION • WORKSHEET

Our Operating Snapshot

You can't remove the **uncertainty** — but you can remove the **instability**. Fill this in with your team.



DECIDE

Name the decider. Which calls changed hands when roles moved — and who makes them now?

WHO DECIDES WHAT:



ROUTE

Give questions one door. One obvious place to ask — and what we say when there's no answer yet.

QUESTIONS GO TO:



RETURN

Name the date. When does the next update land? Send it even when there's no news.

NEXT UPDATE LANDS:



OUR TOP THREE RIGHT NOW

Write the team's top three, one line each.

1

2

3



RUN IT IN 5 MINUTES: Frame 30 sec → Decide 1 min → Route 1 min → Return 1 min → Wrap 1 min — read it back as one line.



WEEK 8 • STABILITY IN UNCERTAINTY • FOR LEADERS • EXAMPLE PAGE

Example: A Filled-In Snapshot

Here's what a finished page can look like. Use these to trigger your own thinking — yours should read differently.



DECIDE

Name the decider. Which calls changed hands when roles moved — and who makes them now?

WHO DECIDES WHAT:

"Sarah approves schedule changes — she does not check with me."

"Anything over \$5K still comes to me; under that, the team calls it."

"Coverage swaps: charge nurse decides on the spot."



ROUTE

Give questions one door. One obvious place to ask — and what we say when there's no answer yet.

QUESTIONS GO TO:

"All questions go to the Monday huddle or the team chat."

"If I don't know yet, I'll say so and give you a date."

"Urgent and can't wait? Text me directly."



RETURN

Name the date. When does the next update land? Send it even when there's no news.

NEXT UPDATE LANDS:

"Next update: Friday, October 3, in the team chat."

"Every Friday — even if it's 'nothing new yet.'"

"If something shifts sooner, I'll flag it same day."



OUR TOP THREE RIGHT NOW

Write the team's top three, one line each.

1

Keep patient coverage steady through the transition.

2

Finish the EMR migration handoffs.

3

Protect onboarding time for the two new hires.



EXAMPLES ONLY: A good answer names a real person, a real place to ask, and a real date — not a good intention.