

Make the help concrete

This chart is designed to help reduce “but I thought you were going to.” But there’s one more step after you fill it out.

In each row, write down who is going to reach out first. (“Bob will text Mary when he knows his appointment time” vs “Mary will reach out to Bob to find out the appointment time.”) Or just circle the name of who is reaching out. Or however you’ll remember.

What does your person need? <i>be specific, and include the date(s)</i>	Who can do it? <i>note who makes contact first</i>	Backup or other secondary person