Using the Five A's to Move the Finish Line

Consider each step of the model in the first column and the associated action(s) in the second column. Then give an honest assessment of how well you are doing these things today—not how well you *have* done or *could* do them but *are* doing them. Next, complete the grid beneath your ratings.

Step in the Model	Description of the Step	Doing exceptionally	Doing well	Doing poorly	Not on my radar
1—Appreciate	Convey genuine thanks for being brought in and enhance your understanding (appreciation) of the request	❏	❏	❏	❏
2—Acknowledge	Recognize the criticality of the request	❏	❏	❏	❏
3—Ask	Clarify details of the request	❏	❏	❏	❏
4—Apprehension	Raise key concerns in a non-confrontational manner	❏	❏	❏	❏
5—Alternatives	Present options	❏	❏	❏	❏

For items you are performing exceptionally, please visit my blog at **KimberlyDevlin.com** to share examples of your language, tactics, and insider tips.

How can you leverage the actions you are doing well and exceptionally?

What sample language from Chapter 1 will improve the actions you rated as "doing poorly"?

Consider the items not on your radar, why aren't they? Do you feel they fall outside your responsibility or authority? Who can help create space for them in your role?