

1

The Contract

- The presenting problem
- Time available
- Expectations

2

Who is involved?

3

What are they doing now?

Actual

4

What do we want them to do?

Desired



5

What is the cost of the gap?

6

Causes → Solutions

- Knowledge
- Skills
- Motivation
- Environment

7

Action Plan

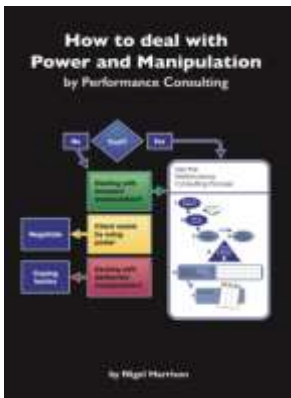
- Who
- What
- When



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