

TEAM	Talk	Evaluate	Assist	Motivate
	<ul style="list-style-type: none"> • Communicate constantly • Listen attentively • Separate issues from people 	<ul style="list-style-type: none"> • Discuss group dynamics • Set expectations and monitor results • Develop and reevaluate a personal plan 	<ul style="list-style-type: none"> • Leverage expertise • Keep teammates accountable • Provide timely feedback 	<ul style="list-style-type: none"> • Identify unique motivators • Positively reinforce teammates • Celebrate achievements

FOCUS	Frame	Organize	Collect	Understand	Synthesize
	<ul style="list-style-type: none"> • Identify the key question • Develop the information tree • Formulate hypotheses 	<ul style="list-style-type: none"> • Develop a high-level process map • Create a content map/analytical plan to test hypotheses • Design the story line 	<ul style="list-style-type: none"> • Design “ghost charts” to exhibit necessary data • Conduct meaningful interviews • Gather relevant secondary data 	<ul style="list-style-type: none"> • Identify the “so what(s)” • Think through the implications for all constituents • Document the key insight on all charts 	<ul style="list-style-type: none"> • Obtain input and ensure buy-in from client • Offer specific recommendations for improvement • Tell a good story