



## LEADING WITH HEART AND CLARITY™

The Mutual Clarity Conversation

A Practical Tool for Building Trust, Ownership, and Follow-Through

Use this framework before launching a project, assigning responsibility, addressing performance concerns, or navigating change.

The goal is simple:

- Reduce assumptions
- Increase clarity
- Strengthen mutual commitment

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### STEP 1: DEFINE SUCCESS

What outcome are we trying to achieve?

What does success look like?

What priorities, deadlines, or standards matter most?

Notes:

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### STEP 2: IDENTIFY SUPPORT

What obstacles, risks, or constraints exist?

What resources or support are needed?

How can I help remove barriers?



Notes:

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### STEP 3: ESTABLISH MUTUAL COMMITMENTS

#### Leader Commitments

I commit to:

- Providing clear expectations
- Being available for support
- Communicating changes promptly
- Offering feedback and guidance

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#### Team Member Commitments

I commit to:

- Following through on agreed actions
- Communicating challenges early
- Asking for help when needed
- Taking ownership of outcomes

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### STEP 4: CREATE A COMMUNICATION PLAN

How will we stay aligned?

Check-in frequency:



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Preferred communication method:

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What signals should trigger a conversation?

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#### STEP 5: ADDRESS DRIFT EARLY

If progress begins to slip, what will we do?

How will we raise concerns?

How quickly will we communicate obstacles?

What adjustments can be made before trust is affected?

Notes:

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#### FINAL REFLECTION

Before we conclude:

Do both parties understand expectations?

Do both parties understand the support available?

Do both parties understand commitments?

Do both parties feel confident moving forward?

Trust grows when clarity and compassion work together.