Effective Customers
1. Make clear requests
2. Committed to fulfillment of the request
3. Committed to be satisfied with the fulfillment of the request
4. Declare satisfaction/dissatisfaction
5. Take responsibility for effective conversations for action
6. Committed to mutual satisfaction with performers
7. Hold people accountable for their role in a promise

Effective Performers
1. Builds strong relationships with customers
2. Make assessments of their capacity to fill request
3. Take responsibility for their role
4. Can either: Accept, Decline, Counter Offer, or Commit-to-commit
5. Is committed to completing the request as agreed
6. Anticipates, Declares, and responds to breakdowns when necessary
7. Maintains trust
8. Declare completion in accordance with the terms of the request

Rules for Complaining
1. You can complain only if you originally got a promise
2. You can only complain to someone who can do something about your issue
3. If someone complains to you about something you can’t do anything about, refer to rule #2
4. You complain only when you feel centered and level headed. You can’t say something constructive when you are in a destructive emotion

Elements of a Request
1. Context/Why - Articulation of For the Sake of What (FTSOW)
2. Clearly identified customer and performer
3. Conditions of satisfaction to shared standards of a community
4. Specified time for fulfillment
5. Shared background and common assessments

Adapted from Institute for Generative Leadership and “Who Will Do What by When” by Tom Hanson
Dave Hasenbalg helps transform organizations by aligning HR strategies, shaping cultures, developing leaders, and building teams that are essential to producing meaningful results. He is a former US Army officer and an accomplished consultant with more than twenty years of experience in leadership, operations management, process improvement, and executive coaching.