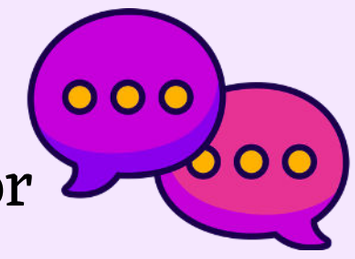
Clarity Communication Checklist



Use this before sending a message, giving instructions, or wrapping up a meeting or conversation.

1. **Say It So They Can Do It**

How will I clearly state:

- ◯ What needs to be done?
- ◯ When it needs to be done by?
- ◯ What success looks like?
- ◯ Remove vague language (ex: “soon,” “ASAP,” “stay on top of,” “make sure”).
- ◯ Keep sentences short, direct, and easy to act on.

2. **Add the WHY**

Does my message include:

- ◯ A brief explanation of why this matters?
- ◯ How it connects to a bigger goal, customer impact, quality, efficiency, safety, or trust?
- ◯ Tone that shows context, not control?

3. Confirm, Don’t Assume Understanding

Before ending the conversation or sending the message:

- ◯ Ask a confirmation question such as:
  - “What’s your next step?”
  - “How do you see this working?”
  - “Anything unclear before we move forward?”
- ◯ Summarize key points or next steps.
- ◯ Do I need to send a quick written recap to prevent confusion?

4.Write It Right (for emails, chats, instructions)

- ◯ Lead with the purpose or the key ask.
- ◯ Use bullet points or short paragraphs where needed.
- ◯ Re-read it once: Would this make sense to someone without all my context?
- ◯ If high-stakes, run it through an AI/clarity tool.

5.Build Shared Understanding

- ◯ Invite questions, don’t treat them as a nuisance.
- ◯ Check that expectations fit with people’s workload or constraints.
- ◯ Ask for ideas, feedback, or potential roadblocks.
- ◯ Allow the team to help shape next steps or definitions of success where appropriate.