



LEVEL UP

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An Example using CAR/AR

Context

Action

Result

Alternate

Result

Pat asked for the weekly time-tracking report that was due to her first thing this morning. Without offering an explanation, you told Pat that you wouldn't be able to get the report to her for another two days. She left the department feeling frustrated that you hadn't met your deadline and angry that you didn't even explain why. You might have shared your time constraints with Pat, asked her exactly what information she needed, and asked if you and she could discuss some alternative dates or approaches. Pat would have understood your situation better. Then the two of you could have worked something out, which also would have strengthened your partnership.

Kicking off our Case Study