

SPEND TOOL

Slide 1

What is Spend?

Slide 2

SPEND is an OPEN QUESTIONING PULLING Framework where the Questioner draws information, conclusions, and decisions from the other person.

In other words, it provides the opportunity for the other party to identify their own particular situation and the issues associated with it.

And finally, it allows them to identify for themselves what needs to be done and the decisions that need to be made.

To use SPEND begin with a 'situational question'.

(S)

"How are you getting on with the project that you started a month ago". The answer may be that it not going as well as I had hoped. So you say... "Tell me what the problem is?"

(P stands for Problem)

The person might say... "I am having difficulty with the planning and scheduling aspect of the project". You might in turn say "that's unfortunate, how do you feel about that?"

(E stands for Emotion)

And the person might say... "well I feel concerned because I don't want to disappoint or let the team down". You might say... "What do you think you need that would help".

(N stands for Need)

And your person might answer... "I need project management training".

Good decision.

(D stands for decision)

You ask... "When would you like to begin?".

The important thing here is that you are not giving advice to the employee – you are actually **bringing them** to a point where they are coming to their own realisations and making their own decisions.

Slide 3

Why would you use it?

Well, it's because it uses the PULL rather than the PUSH style of influencing and therefore reduces the possibility of a breakdown in communication and rapport.

It also eliminates the risk of the questioner making assumptions or PUSHING their view onto the other person.

It allows the other person either (internal or external) to fully explain and understand their own situation... identify the problem and how they feel about it... finally, what needs to be done and by when.

Slide 4

[Call to action]

Before your next employee meeting, take time to consider how **you** would use SPEND.