

Plan on a Page

[Activity\task name, *e.g., Complaints Process*]

Author: [Name, Job title]

Work Owner: [Name, Job title]

THE CONTEXT – the reason for the work <p>[Provide a brief explanation of the context for the work, how it contributes to the team's and organisation's purpose and goals]</p>			SCOPE – what the work will and won't include  <table border="1"> <tr> <td>In scope (what will be done)</td> <td>Out of scope (what won't be done)</td> </tr> <tr> <td>[list the range of tasks the work will do]</td> <td>[list the range of tasks the work will not do]</td> </tr> </table>		In scope (what will be done)	Out of scope (what won't be done)	[list the range of tasks the work will do]	[list the range of tasks the work will not do]																	
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Signs that the work isn't going to plan

What you've agreed to do is changing

Refer back to your scope to check whether it was what you originally agreed to do. If it's out of scope, have a conversation with your manager to reiterate the agreed scope and explore the impacts of changing the scope on your ability to meet the agreed objectives, achieve the work in time and within budget. Update the plan if these things change.

The milestones in your schedule aren't being met

Identify why the milestones aren't being met. It could be for a number of reasons including having been too optimistic about timeframes, not having enough resource or being dependant on other inputs.

Your manager and/or stakeholders are asking for updates

It's likely your stakeholders feel uninformed or kept out of the loop. Consider establishing a weekly update to keep those who have an interest in the work involved in your progress. These could be email updates, a status report or an in person (/online) catch up.

You've already spent most of your budget and there's still plenty to be done

Identify why this has occurred. Have you underestimated the cost or forgotten to account for certain costs?

If your budget is constrained, consider classifying what is absolutely necessary to achieve your objectives, and what is a 'nice to have'. Alternatively, re-do your costing and re-present it to your manager for approval of additional budget. Be sure to outline to them why the work is costing more than anticipated and a few options for how to both stay within the overall budget (including what sacrifices would need to be made) and how much additional funding would be required to get back on track.

Your stakeholders are asking you what you're doing and why

This is likely because they don't understand the need for the work, and what benefit it will have to the organisation or their work. Ideally, you would have communicated with impacted and interested stakeholders at the beginning of the work, ensuring there is an opportunity for questions. This will ensure optimal support for you and your work.

However, it's never too late to explain to stakeholders the purpose of the work, how it will benefit the team and organisation and how you'll go about it.