

PAGE Audio #1 Script

This script is from the ICON9 Learn As You Go Audio series.

Welcome to the first module on the PAGE tool in the ICON9 learn as you go mini programme.

We're going to look at four different ways of using the tool, starting, in this module, with the simplest. That is, how to use PAGE *actively* at the start of a *short* meeting.

The other three variants, that we will see in subsequent PAGE modules, deal with the *active* use of PAGE at the start of *long* meetings, and how to use it *passively* at the start of, firstly, *short* meetings and, secondly, *long* meetings.

Let's start this module with a lightning recap of the main points about PAGE.

The Purpose is used to remind everyone of *why* we are meeting, and it is not the same thing as the meeting objective all goals. The Agenda defines *how* we structure our time, and how much time we have. Then the goals tell us specifically *what* we're trying to achieve by the end of this encounter. Finally and critically, I ask for an Endorsement of these three points from all those present, to make sure that we are *on the same page* before getting down to the work of the meeting.

Here is my example for *active* use of PAGE in a *short* meeting.

I'm phoning an existing client, as I do regularly, for an update on progress and plans.

My objectives are, firstly, to check that the software delivery made last week was okay. Secondly, to let them know one or two bits of news and, finally, to agree on a date and place for our next face-to-face meeting.

That's all we need to say about the client the context.

The PAGE can be as simple as the following. Once the call has started and the usual greetings are done with, I transition to the "do" step of the call by saying something like:

"Let's get started then. This is just a regular sync up, so I guess we need about 30 minutes – okay? I'd like to check with you on the stuff I delivered last week, give a couple of bits of news, and agree arrangements for our face to face meeting next month. Is there anything else you'd like to cover?"

All the necessary elements of PAGE are contained in this brief statement.

The Purpose was "a regular sync up". The Agenda started with "I guess we need about 30 minutes" and finished with a short list of items. In fact, in this rather simple situation, my agenda list corresponded exactly with my objectives. In this case, the Goals are sufficiently obvious from the agenda, and do not need to be further spelt out. The main action item is to agree arrangements for next month's face-to-face meeting.

The Endorsement – which is the critical ingredient – pops up in two places. I ask for confirmation after suggesting that the meeting be 30 minutes long, and I also ask if my client has anything else they'd like to cover. Having checked that we both agree on how to structure the call and what we wish to obtain from it, I can be very confident that our time will be well spent.

So that's my example. Now it's your turn.

Please imagine a situation where you will have an *active* role in getting a *short* meeting started. Who is the client and what is the context?

<pause>

Now, let's do the next bit all in one go. Imagine that you've made initial contact and exchanged greetings. The weather, the kids, and all that. Now it's up to you to kick off the work.

What is your *complete PAGE statement* for doing this?

<pause>

Okay. Now let's just quickly check that all the necessary elements were in there.

How was the Purpose defined?

<pause>

What about the Agenda?

<pause>

The Goals?

<pause>

And where did you invite an Endorsement?

<pause>

Great! I'm sure that you didn't have too much trouble with that ... But then it *is* the simplest use case. I hope that you will be equally successful with the ones that follow in the next few audio modules.

700 words