







#### What changed?

### know your worth

#### pause.

# the goal can't be rainbow farting unicorns



# what do I want to achieve?



#### what's realistic?

### what's acceptable?



# how do you want them to feel?



# how do YOU want to feel?





## BLUF

- 1. Greet 2. Connect 3. BLUF
- 4. Structure [headings + bullets]
- 5. Sign off

**Hey Shelly** 

Great to see you yesterday!

Can you help me with this project?

Talk soon



## 1. Greet 2. Connect 3. BLUF

5. Sign off

Hi Mike

Not the best news, I'm afraid.

We had 3 serious incidents reported last month.

4. Structure [headings + bullets]

Thanks for that, Shelly

# What about those headings and bullets?



- Answer your reader's questions
- Use words you'd speak
- One idea per bullet point



Kia ora Tania

I appreciate your commitment to your budget!

The short answer is no, sorry.

#### Why I'm firm on my pricing

- I stand by the value your people are getting
- If, after training you're not happy, I'll refund your fee, no problem

#### Let's confirm pricing now for 2024

- Full day \$3 billion
- Half day \$2 billion

Thanks again for the work - see you on Thursday!





