











CLIENT STRATEGIC CONVERSATION TEMPLATE

 BIG PICTURE What do you and your client want to accomplish? Describe your vision.	 BUSINESS OUTCOME What value will you deliver if you can solve these problems? List your goals.		 METRICS List the numbers for measuring success.
 STAKEHOLDERS Who is impacted by the issues?	 PROBLEMS List the top issues. URGENT List problems that are top priority. UNWORKABLE Business processes that are broken UNAVOIDABLE Compliance with regulatory or governance controls UNDERSERVED Issues without solutions (yet) or have been neglected.	 SOLUTIONS Outline possible solutions for each problem. HIGH EFFORT/ LOW REWARD LOW EFFORT/LOW REWARD HIGH EFFORT/HIGH REWARD LOW EFFORT/HIGH REWARD	 ACTIVITIES List actions required to implement solutions.
 WHO Who needs to be involved to help solve problems or implement solutions?	 CONSTRAINTS List anything that might prevent you from solving these problems.	 NEXT STEPS List the immediate actions you'll take.	



BIG PICTURE



BUSINESS OUTCOME



METRICS



STAKEHOLDERS



PROBLEMS



SOLUTIONS



ACTIVITIES

URGENT

HIGH EFFORT/ LOW REWARD

UNWORKABLE

LOW EFFORT/LOW REWARD

UNAVOIDABLE

HIGH EFFORT/HIGH REWARD

UNDERSERVED

LOW EFFORT/HIGH REWARD



WHO



CONSTRAINTS



NEXT STEPS



BIG PICTURE



BUSINESS OUTCOME



METRICS



STAKEHOLDERS



PROBLEMS



SOLUTIONS



ACTIVITIES



WHO



CONSTRAINTS



NEXT STEPS