**SHAPE Worksheet**

***Communicate with Style: A Handbook***

September 2021; Revised February 2023

*Pick a scenario and analysis it with these prompts before drafting your communication.*

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| **S**ituation:  Briefly describe what happened or is happening that means you need to respond. What is the most important point you need to communicate? |  |
| **H**ow(Channel):  Identify the best method to communicate (i.e. text, email, phone). You may choose more than one way to communicate based on need for a copy, formality, cost, or other factors. |  |
| **A**udience:  Identify who you are communicating with. What do they know, what do they need to know, and what is important to them? |  |
| **P**urpose:  What do you want the audience to know, think, do, or feel? |  |
| **E**valuate:  Look over your analysis. Is anything missing?  Do you think you will achieve your purpose? What should you/can you change? |  |

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