



Kit&File

FREE SAMPLE · 6 PAGES

BETTER MESSAGES KIT · FREE SAMPLE

Better Messages Kit

Plain-English tools for clearer requests, updates, boundaries, difficult messages, and follow-ups

IN THIS SAMPLE

1. What this is and who it's for
2. Fix One Message Before Sending
3. Name the Message Job (Module 1 of 6)
4. Workbook: Message Brief

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FULL KIT · GUIDE, TRACKER SPREADSHEET, PHONE REFERENCE, PROMPT LIBRARY, QUICK REFERENCE, FILLABLE WORKBOOK

Less content. More use.

What This Is, Who It Is For

FIT What this is

This is a guide, workbook, prompt library, and follow-up tracker for planning, drafting, reviewing, and closing the loop on everyday and difficult messages.

FIT Who this is for

For professionals, managers, founders, client-facing teams, and anyone who writes email, chat, updates, requests, corrections, boundaries, or follow-ups.

By the end, you will have:

- A reusable message brief and structure.
- Context-appropriate tone and clear difficult-message language.
- A follow-up and send-gate system.

WHAT THIS IS NOT

It is not legal advice, crisis communications counsel, automatic sending, manipulation, or permission to let AI invent commitments, history, urgency, or emotion.

Fix One Message Before Sending

Choose a real message with a real recipient. Define its job, structure the facts and action, then review tone and implications.

WORKFLOW

The Sequence

1. Name the recipient, current context, and one primary action.
2. Lead with the reason for writing and include only necessary context.
3. Choose tone from the relationship and stakes.
4. Check facts, names, dates, promises, links, and the next path before sending.

STOPPING POINT

The goal is not to sound polished. The goal is to make responsible action easier.

1. Name the Message Job

A good message is not merely polite or concise. It helps a specific person understand the situation and take a realistic next action.

WHEN YOU'RE DONE

You have a message brief with recipient, context, desired action, and boundary.

CHECKLIST

Do this now

- ☐ Name the recipient and what they already know.
- ☐ State the one result this message should produce.
- ☐ List the facts, tone constraints, and response deadline.
- ☐ Decide what does not belong in this message.

WORKED EXAMPLE

Instead of 'follow up with Alex,' the job becomes 'confirm whether Alex can approve the revised scope by Thursday or name the person who can.'

Reflection: What exact response or action would make this message successful?

Message Brief

Define recipient, context, action, facts, tone, timing, and exclusions.

WORKSHEET

Message Brief

Recipient and Relationship:

Reason for Writing:

Primary Action or Response:

Required Facts:

Tone Constraints:

Deadline and Next Step:

Want the rest of Better Messages Kit?

Most message problems are not grammar problems. The recipient cannot see why the message matters, what is being asked, or what happens next.

THE FULL KIT INCLUDES

- Guide (Letter and A4)
- Tracker spreadsheet (CSV)
- Phone reference
- Prompt library
- Quick reference (Letter and A4)
- Fillable workbook (Letter and A4)

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