

## YOUR ACTION PLAN

# Before You Hit Send

Compare two reaction forecasts, then fix one real message without inventing promises.

You know what you meant. Your reader gets the words, plus whatever happened yesterday. Use AI's guesses to find questions worth checking—not to decide how people feel—and leave with a clearer draft or a specific reason to hold it.

## WHAT YOU'LL NEED

- ☐ An AI chat account approved for the material you'll share
- ☐ One short, unsent message where misunderstanding could change someone's next move
- ☐ A notes document for the original, findings, and revision
- ☐ An authorized reader for a read-back, if available, and access to whoever can confirm important facts

## STEP 1

## 1 Pick the message and name the stakes

Choose an announcement, proposal, or sensitive email—not a routine confirmation.

1. Save the draft in your notes under Original. Add: A costly misunderstanding would be that the reader thinks \_\_\_\_.
2. Write what readers already know, what they don't know, and any relevant history or concern they've actually raised. Mark important unknowns rather than filling them with guesses.
3. Separately, write what readers should understand and do next. A hoped-for feeling belongs here as a hope, not in your audience facts.

**Heads up:** Before sharing, remove unnecessary sensitive details and confirm permission for this exact account. A missing name doesn't make a story anonymous. ChatGPT's linked Data Controls help explains settings, not your authorization. If sharing isn't allowed, use the fictional memo below and apply the findings to your real draft offline.

## STEP 2

**2 Compare two starting points**

Keep the memo fixed so you can see what audience knowledge might change.

1. Send the prompt below in one chat. Both audiences are fictional; neither forecast describes observed people.
2. Save one interpretation, possible feeling, and possible next action for each audience. Connect any difference to something that audience knows or lacks.
3. If the answers are similar, record that. Two forecasts aren't a study; model variation and the shared conversation can also affect the comparison.

**COPY THIS PROMPT**

Review this fictional memo separately for audiences A and B. Keep the memo and sender's goal unchanged.

Audience A: The team requested fewer status meetings, already has tracker access, and knows this is a two-week pilot.

Audience B: The team hasn't seen the tracker, doesn't know why it's being introduced, and worries it may be used to evaluate individual performance.

Memo: Starting next Monday, all project updates must be entered in the new tracker. Email updates will no longer be accepted. This will improve accountability, and managers will review compliance weekly. Direct questions to your supervisor.

Sender's goal: Readers understand the change and follow the process without seeing a hidden performance threat. This goal isn't evidence of tracker policy.

For each audience, cover meaning, possible feelings, possible next actions, gaps from the goal, and useful fixes. Prioritize plausible, consequential misunderstandings. Quote each concern's trigger phrase; separate evidence from inference. Give confidence with reasons, not numerical odds. Name missing facts and one reasonable alternative reading. Separate wording edits from facts or decisions needing confirmation. Say if no material gap appears. Don't rewrite.

## STEP 3

**3 Turn a forecast into a question**

1. In the same chat, send the prompt below with your approved draft, audience note, and desired outcome filled in. Otherwise, continue with the fictional memo.
2. Keep one supported concern that could change a reader's next move. Save its trigger phrase and neutral question—or record No material gap found.
3. Take the question to the relevant person: a reader for interpretation, or the responsible fact owner for policy and commitments. Record their actual answer, not AI's suggested answer.

## COPY THIS PROMPT

Apply the same review to this message instead of the fictional memo.

Audience facts and unknowns: [fill in]

Desired understanding and next action: [fill in]

Draft: [paste]

Before recommending changes, challenge your weakest important prediction and name missing context that could reverse your conclusion. Turn the strongest remaining concern into one neutral question for a reader or fact owner. Stop before rewriting.

Heads up: Self-review can expose weak reasoning, but it isn't independent evidence.

## STEP 4

## 4 Fix words, settle decisions

1. Sort useful suggestions under Wording, Facts to confirm, and Decisions or promises. For each unresolved item, name who can settle it.
2. Edit the draft using confirmed facts and approved decisions. Preserve truthful requirements and boundaries; don't add reassurance just to improve the tone.
3. Compare every date, requirement, benefit, and commitment with the original and confirmed information. Keep the draft unsent if an unresolved item could change readers' rights, duties, or next action.

Heads up: "This won't affect performance reviews" is a policy statement wearing good manners.

## STEP 5

## 5 Hear what a reader understood

1. Show an authorized reader only the revision. Ask what they think changes, what they'd do next, and what remains unclear.
2. Compare their read-back with your intended meaning. Correct supported misunderstandings, then recheck changed facts. Accurate understanding they dislike isn't a wording failure.
3. If no reader is available, record Reader check pending. For legal notices, contracts, or similarly high-stakes messages, get qualified human review before sending.

Heads up: One reader can reveal a misunderstanding, but can't speak for everyone.

## YOU'RE DONE WHEN...

You're done when the draft states the intended change and next action without unsupported commitments. Record the reader check's status; send only after material blockers are resolved, or hold it with a named decision owner.

## OFFICIAL SETUP &amp; HELP

[OpenAI Help: Data Controls FAQ](#)