

# SCAN

## STOP and think things through

In this situation, what do people need to think about?  
What would bother you?  
From your point of view, what's important to consider?

## CLARIFY the key issues

Why is each issue important?  
What did you mean by it?

## ASK yourself what's most important

Seriousness: What's the importance of this issue?  
Urgency: How urgently must it be addressed?  
Growth: What's the likelihood it will get worse over time?

## NOW, what's your next step?

What can you do now to deal with this issue?  
What action could you take?