

Essential components of PAA communication

3 essential components of PAA communication:

Issue Paraphrase

- **UNDERSTAND** - Show understanding through mindful paraphrasing
- **CAPTURE KEY POINTS** - Main issue -> Specific impact/need -> Requested outcome
- **CONCISE** - Keep it brief but complete
- **LANGUAGE** - Focus on facts, not feelings

Root Cause Communication

- **WHY?** - Why is the PAA required?
- **BE SPECIFIC** - Offer detailed, case-specific information. Customise standard PWF blurbs.
- **WHAT'S HAPPENING?** - Explain briefly the internal review/PAA process in simple terms.
- **AVOID JARGON** - Avoid revealing confidential information and jargon.

Manage SP expectations

- **TIMELINES** - Manage SP's expectations by providing clear timelines when possible. Follow up at regular intervals.
- **ASSURE** - For aging PAAs, assure SP that the investigation is in progress and provide context about delays where possible.
- **CONCISE & REAL** - Don't state you're forwarding requests when already under investigation, and avoid redundant/insincere phrases about prioritising and personal follow-ups.