

GOALS & TARGETS	2. What's it worth? Turnover Profit Timetable	3. What are the consequences? Achieving Not Doing / Not Achieving + -	TARGET AUDIENCE	4. Who are they?
$\longrightarrow \longrightarrow \longrightarrow \longrightarrow \longrightarrow \longrightarrow$	$\rightarrow \rightarrow $	$\rightarrow \rightarrow $	5. What do they curr	ently think, feel and do?
12. Measurement Tangible & Intangible	13. Investment Budget	Skills Time		eel Do Do em to think, feel and do?
CONTROL & MEASURE	^ ACTIONS	15. Actions		eel Do 7. Personality
11. How should we talk to the audience?	peterknight.co.uk	< < < < < < < < < < < < < < < < < < <	WHO ARE YOU?	
COMMUNICATION	10. Customer Benefit How do you differ from the compe	9. What's the one big thing?	8. What	s the story?

