

# 24/7, 48/14

Communication Loops, Process, Closure



Lord of Life  
Elkhorn, NE

**A communications tool:** Please use this information and process as a communicating member of the team.

**24:** A communication is received by a staff person. They have 24 hours to respond, 'Got it, Working on it etc.., then

**48:** Hours to do research and find facts, craft a thorough response, get it reviewed, and implement the solution to a problem or give the answer,

**7:** Monitor & Implement that for 7 days and then check back with a communication to make sure it worked and all is well. Adjust if needed.

**14:** Then after 14 days confirm again that all is well.



24 / 7  
RESPOND RESOLVE  
48 / 14  
RESEARCH REVIEW

## Key Concepts:

- If things are not well, then start the loop over and keep going until the loop is closed with a 14 day affirmation that all is well.
- I was battling the rumor mill and people saying nobody gave me an answer, nobody cared, etc....
- This is easy to teach staff, hold them accountable, and to teach members this is what we do to serve you.

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