



FIELD GUIDE

**CLARIFYING WORK BEFORE IT
BECOMES REWORK**

TANTA GLOBAL ASSIST

WHAT THIS FIELD GUIDE IS FOR

Ambiguity is normal in client work.
Assumptions are optional.

This field guide focuses on how to clarify unclear instructions before work begins.

Why This Practice Matters in Client Work

Clients rarely realize when instructions are unclear.
VAs absorb the risk when assumptions are made.

Failure to clarify leads to:

- Rework
- Frustration on both sides
- Perceived mistakes
- Lost confidence

Clarification protects outcomes, not just accuracy.

Core Principles

- Questions are a professional tool
- Assumptions create silent risk
- Clarity before action saves time
- It is better to pause than redo
- Professional judgment includes knowing when not to proceed

Common Failure Patterns

- Guessing intent
- Relying on “last time” memory
- Proceeding to avoid appearing slow
- Waiting too long to ask questions
- Overcorrecting after delivery
- These are execution risks, not competence gaps.

Practical Approaches That Actually Work

- Identify what is missing explicitly
- Ask focused, limited questions
- Restate understanding before starting
- Document clarified direction
- Escalate when ambiguity affects scope or priority

What This Practice Helps You Do

This practice helps you reduce rework, protect timelines, and deliver outcomes that match client intent.



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