



FIELD GUIDE

**MAKING WORK VISIBLE
WITHOUT BEING ASKED**

TANTA GLOBAL ASSIST

WHAT THIS FIELD GUIDE IS FOR

Visibility is not reporting.
It is making progress and risk clear before questions arise.

This field guide focuses on proactive accountability.

Why This Practice Matters in Client Work

Clients worry when they do not know what is happening.
Silence creates doubt.

Poor visibility leads to:

- Unnecessary follow-ups
- Assumed delays
- Loss of confidence
- Reactive explanations

Clear updates prevent misinterpretation.

Core Principles

- Visibility builds trust
- Silence is never neutral
- Updates should be predictable
- Accountability includes surfacing delays early
- Clarity matters more than volume

Common Failure Patterns

- Only reporting completed work
- Waiting to be asked
- Hiding delays
- Overexplaining instead of summarizing
- Inconsistent update formats
- These are execution issues, not motivation problems.

Practical Approaches That Actually Work

- Use a consistent update structure
- Include completed, in-progress, and blocked work
- Flag delays early with context
- Communicate next steps clearly
- Own issues without defensiveness

What This Practice Helps You Do

This practice helps you maintain client trust and demonstrate reliability through transparency.



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