



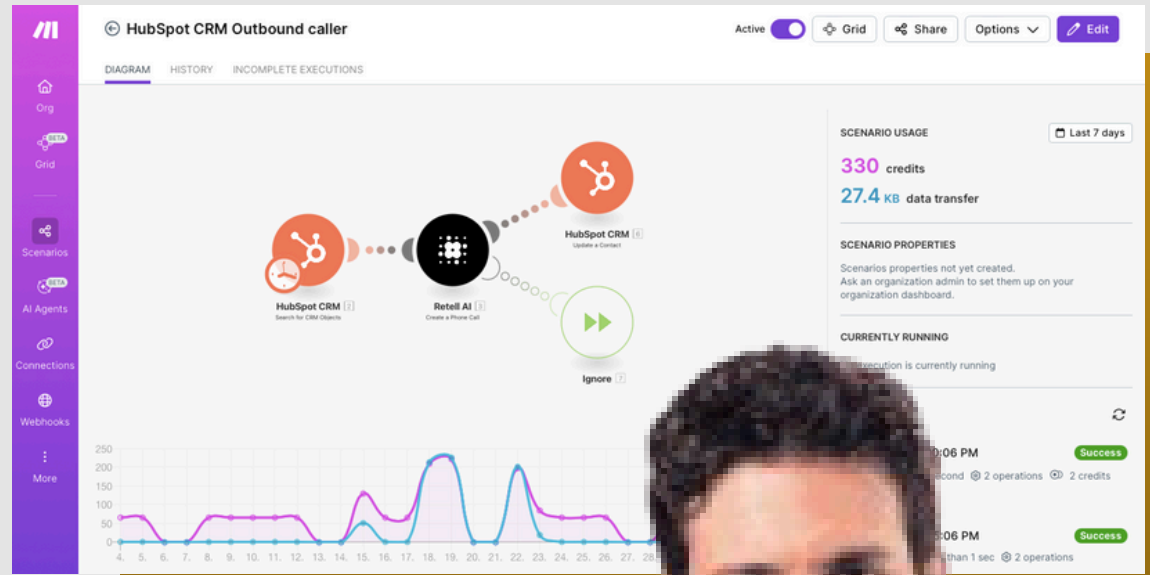
JOB AID

FIRST-CONTACT MESSAGE FRAMEWORK

Provides a simple structure for initial written contact that establishes clarity and professionalism without scripting language.

Use When

Sending a first email, Slack message, platform introduction, or handoff message to a client or stakeholder.



Framework

- Who you are
- What you support
- What happens next

Guidance

- Keep language neutral and professional
- Avoid personal background unless directly relevant
- Make the next step explicit

Reminder

If someone reading the message cold would be unsure why you're contacting them, the message needs tightening.

