

All about progress updates by email

Tip 1) Don't be afraid to ask real questions. Example; *How are you and your family doing?*

Tip 2) Give thanks. Example; *I am glad we were able to speak yesterday; it was good to clarify our next steps.*

Tip 3) Don't over use the passive voice. You can appear cold and detached in a progress update to a colleague.

Tip 4) Don't ignore empathy. Example; *I really appreciate your patience and understanding as we work to find a solution.*

Tip 5) Warm it up. If you are speaking to a good colleague, consider using the present continuous and not simple. Example; *How are you going? - rather than - How are you?*

Your grammar for reporting on progress

Golden rule: *The present perfect is great to use in reporting on progress because it highlights you are open to the feedback of your manager/colleague.*

I have finished the report, what do you think? Is better than I finished the project yesterday.

Present perfect simple. Trends/changes/activities that started in the past and continue to now/or impact now. **Example;** Profits have declined since January 2020/over the last 4 months.

Present perfect continuous. Trends/changes/activities that started in the past and continue to now. To give emphasis that this trend is dynamic and set to strongly continue. **Example;** Profits have been declining since January 2020.

Present continuous. Trends/changes/activities that are happening right now **Example;** Profits are recovering ing right now (Really highlights the 'now').

Great email expressions for reporting progress

1	Start	Please find an update on/an overview of progress.
2	Start	Please find a summary of my/our performance against our targets/objectives/KPIs in preparation for our meeting on the...
3	Start	Please find a review of the last month/quarter/12 months etc.
4	Main	I would like to highlight/to focus on/to draw attention to
5	Main	To sum up/in summary/overall/on average/the overall trend is/the underlying trend is...
6	Main	I believe the reason for this/I would suggest this is caused by/ this can be explained by..
7	Main	We have successfully achieved/delivered against/realised/met our targets.
8	Main	We have had a number of issues that prevented us achieving our...
9	Main	It has been a successful/positive/ productive, challenging/demanding month/quarter/year etc.
10	End	If you have any questions do get back in contact.
11	End	I look forward to discussing/reviewing/talking this through/exploring this further

A progress update template for colleagues

Hi Peter,

Please find a short summary on the team's progress in preparation for our meeting next Monday. It has obviously been a very challenging quarter. Overall, sales have declined by 10%. They reached a low in the final week of March. The number of complaints has also declined and we think customers have appreciated our transparency and frequent updates. As things stand all our complaints have been actioned and we currently have three open cases.

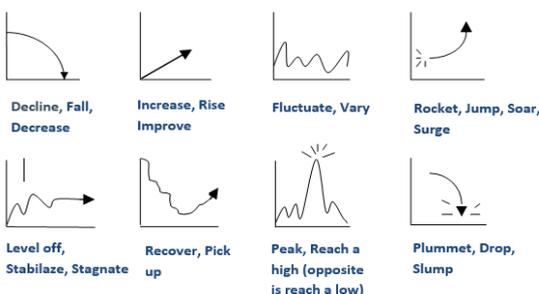
The number of general enquires has also decreased significantly. This reflects both the fall in demand and the impact of our new Frequently Asked Questions on our website. Despite recent challenges, we are on track with the roll out of our new customer management system. The project team has been working hard to complete the data migration and I am confident we are going to meet the revised deadline of the end of May 2020. The team morale is good in the circumstances. We have adapted quickly to online working. We are doing weekly keep in touch sessions and finishing each week with a virtual apero!

If you have any questions on this, do let me know. I look forward to our meeting next week Monday.

Best

Get in contact with Toby Higson at toby@tlp.lu.

Verbs of change for your updates



Widen your verbs: It is very easy to use the same verbs of change so consider widening your range with the verbs here.