



CARE™ FRAMEWORK

A Guide for Effective Engagement

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Empower your team and transform your organization's response culture with the CARE™ Framework. Use these four steps to ensure every concern is addressed with empathy, speed, and accountability.

1. Connect to the Concern

- Listen actively and empathetically.
- Acknowledge the issue—show you understand and care.
- Ask clarifying questions to fully grasp the concern.

Tip: Use phrases like “I hear you,” or “Tell me more about what happened.”

2. Activate Real-Time Feedback

- Provide immediate, honest feedback or information.
- Share what you know, even if it's limited.
- Set expectations for next steps and timelines.

Tip: “Here's what I can do right now...” or “I'll find out and update you by [time].”



3. Respond with Urgency

- Take action quickly—don't let concerns linger.
- Communicate progress, even if the solution is still in progress.
- Prioritize the concern as if it were your own.

Tip: "I'm working on this now and will keep you updated."

4. Ensure the Loop is Closed

- Follow up to confirm resolution and satisfaction.
- Document the outcome and share learnings if appropriate.
- Thank the person for raising the concern.

Tip: "Has this been resolved to your satisfaction?" or "Thank you for bringing this to our attention."

CARE™ in Action:

When you CARE™, you build trust, foster accountability, and create a culture where concerns are addressed not ignored.

For more resources or to connect, visit:

lifebeatsolutions.com

