

<p>Orientation Set the scene and explain the normal world before it gets interrupted.</p>	<p>e.g. I emailed the client with the usual request for information.</p>
<p>Interruption What happens to set the story in motion.</p>	<p>e.g. He replied with a harsh response and accused me of not doing my job properly.</p>
<p>Chain of Events A series of actions that pushes your story forward – what actually happened.</p>	<ol style="list-style-type: none"> 1. e.g. I assumed he was under quite a bit of pressure and might have shot off an email without thinking. 2. e.g. I called him first before replying to his email to see if I could find out what was going on and what he needed to happen outside of the emotions. 3. e.g. I understood that he was under some pressure from his manager to get the project finalised by the end of the month.
<p>Climax The moment where he journey made a significant turn.</p>	<p>e.g. I confirmed our conversation with a follow up email and laid out the plan we discussed in reaching our mutual desire to get the project finalised at the agreed time.</p>
<p>Resolution How the story came together and what that meant for the future.</p>	<p>e.g. We delivered the project on time, the client was happy and even trusted us more now because we responded so quickly to support him.</p>