

# Setting Expectations Planner

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1. Clarify (your expectations)
2. Communicate
3. (get) Commitment
4. (share) Consequences (that matter)
5. Coach (for results)

## Clarifying Questions:

- ✓ What do I want done? What outcomes/results do I expect? How will we know we achieved it?
- ✓ What tools, information, other resources are needed to complete the task(s)? Who else needs to be involved in any discussion, has a stake in the outcome?
- ✓ When must the task(s) be completed? Are there milestones or updates required? If so, how frequently, given to whom and how is the update to be delivered?
- ✓ Is this request reasonable for the individual? Can they do it? Do they have the knowledge, skills, resources, training, the time? What support do they need?
- ✓ What are the consequences of success? Of failure?
- ✓ Why have you chosen this person to accomplish this task? What will motivate them – the challenge, the recognition, team success?

What are my expectations?

What communication style resonates?

Key Words to Use

Words to Avoid

Questions to ask to confirm commitment

Framing consequences

How do I coach this person?

Other Thoughts