



Setting Expectations

Clear: understood precisely, understood without confusion or uncertainty

Expectation: a standard of conduct or performance expected by or of somebody

When surveyed, the most successful people in the top performing companies answered positively to the question, "Do I know what is expected of me at work?" Unfortunately, many managers are uncomfortable when setting and communicating expectations to their employees. The result is unsatisfied employees, sub-par performance, and increased difficulty in holding people accountable for the responsibilities. This class will help managers drive ambiguity out of the work place and enable their people to focus on the factors that their drive success.

Target group

Early to Mid Career Managers

Topics

- ⇒ What is a SMART expectation?
- ⇒ How do you communicate expectations?
- ⇒ How do you document expectations?
- ⇒ How do you review expectations?
- ⇒ What does research tell us about expectations?

Approach

The training course is instructor led and is designed to be highly interactive with practical exercises. This program concludes with Commitments to Action (CTA's) which ensure that the learning is applied in the field.

Duration

½ day

Course objectives

After this training course, you will be able to:

- ⇒ Understand the importance of establishing clear expectations
- ⇒ Set clear expectations using the SMART principle
- ⇒ Clearly communicate, document and review clear expectations with your people

Follow up courses

Coaching and Feedback, Evaluation and Consequence