

TIPS FOR SETTING EXPECTATIONS

Remember

- Make it a priority. It should be an extremely **high value activity** for us if we expect people to succeed.
 - **Hearing** your expectations and delivering the **results are two completely different things**. You need both!
 - You must **link expectations to job descriptions**.
 - We're trying to **awaken motivation and enthusiasm for these expectations**.
 - It's about getting the employee **focused on what really matters** – not a laundry list of everything we might ask of them.
 - We need to **talk about excellence** if we want the employee to achieve excellence. Don't aim people at the garden fence – if you expect them to reach the moon.
 - Put in place a **'No Surprises'** policy. If something arises that means the employee may not deliver on an expectation you need to know so you can work out together how to get back on track or otherwise amend the plan.
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