SETTING EXPECTATIONS

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It is important to determine team expectations. Clarifying expectations helps everyone to understand what's expected from each other and what outcomes need to be accomplished as a team.

HOW TO SET EXPECTATIONS

BACKGROUND

Misunderstanding and frustration often result when expectations are not made explicit to all people involved in a project, on a team, or in any other task situation. People often "wait" for others to guess their needs and hope others will act according to their wishes, assuming their desires and expectations are written on their faces so everyone can read them. But this is not the way things go. As a consequence we encounter disappointments, frustrations and cumulative anger.

QUESTIONS TO ASK

The common questions that need answering to determine expectations are:

- What do we expect from one another?
- When are we both expecting it?
- How will we know/see that our expectations are fulfilled?

The team needs to seek understanding, acceptance and agreement on these terms, in order to successfully accomplish their goals.

THE PROCESS

- In the beginning of a meeting, the team leader asks the team to identify their expectations.
- Once each person contributes their expectations, the team list is reviewed and compared to the stated outcomes of the meeting.
- If there is a discrepancy, the team leader encourages the team to discuss the issues and concerns and suggestion options.
- After the discussion the team is asked to vote on changes and modifications to reach consensus agreement.

NEXT STEPS

Once the team agrees that they can live with any differences, the team proceeds with their meeting. If anyone can't live with the difference, the issue will be discussed again to find an agreeable solution everyone can live with.

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