Top 10 Ways to Set Clear Expectations:

1. Start with a vision of what you want the end result to look like. Not just what you want done, but the results you want to achieve when the project or work is completed.

2. Discuss how you would define success. If you expect high levels of teamwork and collaboration, describe what that means to you. Don’t assume your staff knows.

3. Keep your focus on the desired outcomes, not on describing each and every step to follow. Your goal is to guide, not control. Letting individuals find their own route towards productive outcomes encourages them to use their strengths to their fullest potential.

4. Tie the goals of the department to each role, when possible. People want to know that their role, whether large or small, makes a difference.

5. Put expectations in writing! It provides you and your staff with simple documentation to refer back to if there is ever confusion.

6. Stay on the sideline. You may be tempted to run in, play the game and make the touchdown for your staff. But if you do, no one learns a thing and your staff are left feeling disempowered.

7. Give feedback—and often! The annual performance review is too late to let staff members know if they are meeting your expectations. Schedule a time for informal reviews of performance (monthly, quarterly...whatever works for you). Consistent feedback throughout the year sounds more like coaching and less like micromanaging.

8. Ask for staff members’ feedback on how they think they are doing and how they think you’re doing. The more two-way communication, the greater the clarity around the expectations.

9. Give positive reinforcement. Mention the things you like and you’ll get more of it. Be specific, highlight the impact and deliver it as close to the positive event as possible.

10. Don’t take it personally. When staff members don’t perform as you think they should, look for solutions, not blame.

(Source: http://powersresourcecenter.com/top-10-ways-set-clear-expectations/)
Supervisor Roundtable Series
February 26: Setting and Communicating Expectations

(Activity 1): Questions for discussion:

- Do you find communicating with your direct report(s) difficult? If so, why?

- Do you struggle with communicating your expectations? If so, why?

(Activity 2): How do you set expectations with your staff?

(Activity 3): RICE MILE Activity (notes)