

CLARIFYING EXPECTATIONS

In our work, we often encounter managers and their employees who assume that their **cooperation** will lead to a clear formulation of mutual expectations. However, it is much more the case that „expected expectations“ are met, these structures become solidified and misunderstandings follow.



🤔 "Surprise always takes place where you didn't expect it." (Wilhelm Busch) 🤔

We recommend clarifying expectations by answering the following four thoughts:

- ✓ What I expect from you...
- ✓ What I don't expect from you...
- ✓ What you can expect from me...
- ✓ What you can't expect from me...

Whether we're bringing in new colleagues, filling roles, or talking to customers about working together, these **FOUR QUESTIONS** always help us.

These questions bring all dimensions of (non-) **expectations** into focus.

By achieving clarity on this point, you and your counterpart can experience complete **transparency**.



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