

CAROUSEL OF EXPECTATIONS

One lever for clarifying irritations in **collaboration** is making **expectations** explicit.

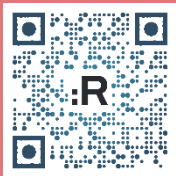


What do you do when you when there are **IRRITATIONS** with your peers or boss that you can't resolve quickly?

Another **method** we use effectively in coaching is the **Expectation Carousel** from A. v. Schlippe.

Here, expectations that I believe my stakeholders have of me (expectation expectations) are noted and visualized on post-its. The coach reads them out. The coachee listens and senses which expectations cause irritation or even rejection. The coachee marks and "negotiates" those with themselves, striving to reformulate the expectation until they feel good to the coachee. With this newly defined "set" of (expectation) expectations, the coachee re-enters the conversation with the stakeholders.

If, for example, I have the **expectation** of always having to be available for my boss, but this expectation stresses me out, I formulate: Be available for me from Monday to Friday between 8 a.m. and 7 p.m. And I act accordingly. This can spur an immediate **change** in the collaboration.



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