

# START STOP CONTINUE IMPROVE

Little children demonstrate this issue clearly: If reality diverges from imagination, their world collapses into grief and parents struggle to lift their spirits again.

As adults, of course, we have learned that not all expectations will be met and we regulate ourselves better. However, we are not completely immune from these feelings. In **collaboration**, we routinely experience people's tendency to get upset about each other instead of engaging in **dialogue** about their expectations.

Unmet **EXPECTATIONS** are the greatest source of disappointment and frustration.

Do you explicitly **clarify expectations** in your job?

A simple format for this is "**Start – Stop – Continue – Improve**":

- ✓ Both parties (individually or as a group) prepare themselves and write down...
- ✓ ... **what (more) they want from the other (Start)**
- ✓ ... **what they do not want (or want less) (Stop)**
- ✓ ... **what works well and should be maintained (Continue)**
- ✓ ... **what works well but can be improved (Improve)**
- ✓ ... afterwards, the parties exchange views and clarify which concessions they want to make or cannot make and why.



Curious For  
More Tools?  
(click or scan qr-code)

