Expectations from Self and Others

Tips for a Dialogue about Expectation Concerns:
Clarifying the Why, What and How

For those with:

More positional power communicating with those with less positional power

- Ask about others’ ideas (positive and negative) before you give yours. Repeatedly invite concerns, questions, and ideas.
- Explain the rationale for the expectation relative to how it fits with the vision. Be clear whether flexibility is possible or not.
- Disclose your own fallibility, mistakes, and need for advice. Ask permission to offer advice on how to meet expectation.
- Over-communicate your intentions for the type of relationship you want to build (your True North/vision).
- Summarize and repeat back what is decided.

Less positional power communicating with those with more positional power

- Avoid triangulation, always give feedback directly. If needed, get advice and help from others to prepare for a direct conversation.
- Ask questions to seek the rationale for the expectation and to clarify what success in meeting the expectation will look like.
- Assert personal views and need for support to meet the expectation with “I statements”.
- Ask permission to give positive and negative reactions.
- Connect your ideas about modifying expectations to how they help with their goals and challenges.