



**g**ainey's

# Setting Expectations

Sandy Marshall  
Gainey's

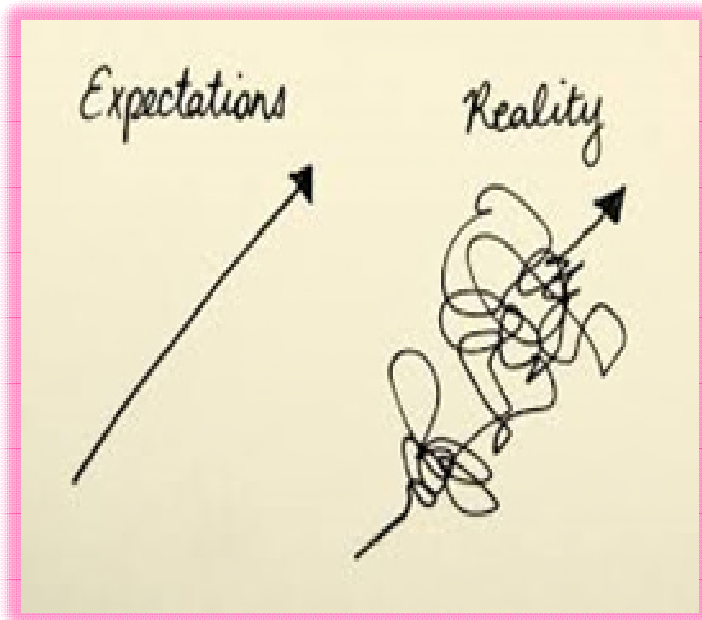
# When things don't go according to plan...



- We all have situations and experiences where things didn't go according to plan.
- Why did things go sideways?



# What are your expectations?



- Are you sure you know what you want?
- Are you able to talk through the project with clear goals and objectives?
- If you don't know what you want, how will someone else know?





# Do you have unrealistic expectations?



When the wind blows in my hair.

Expectation

vs.

Reality



# What do you expect of yourself?

- What is your roll in this process?
- If you make a commitment, stick to it.
- Notify others ASAP of timeline issues.
- Bad news does not get better by waiting.



# What do you expect of others?

- Set deadlines and be clear.
- First Day – First Conversation.
- Help them be successful.
- Don't set them up for failure.





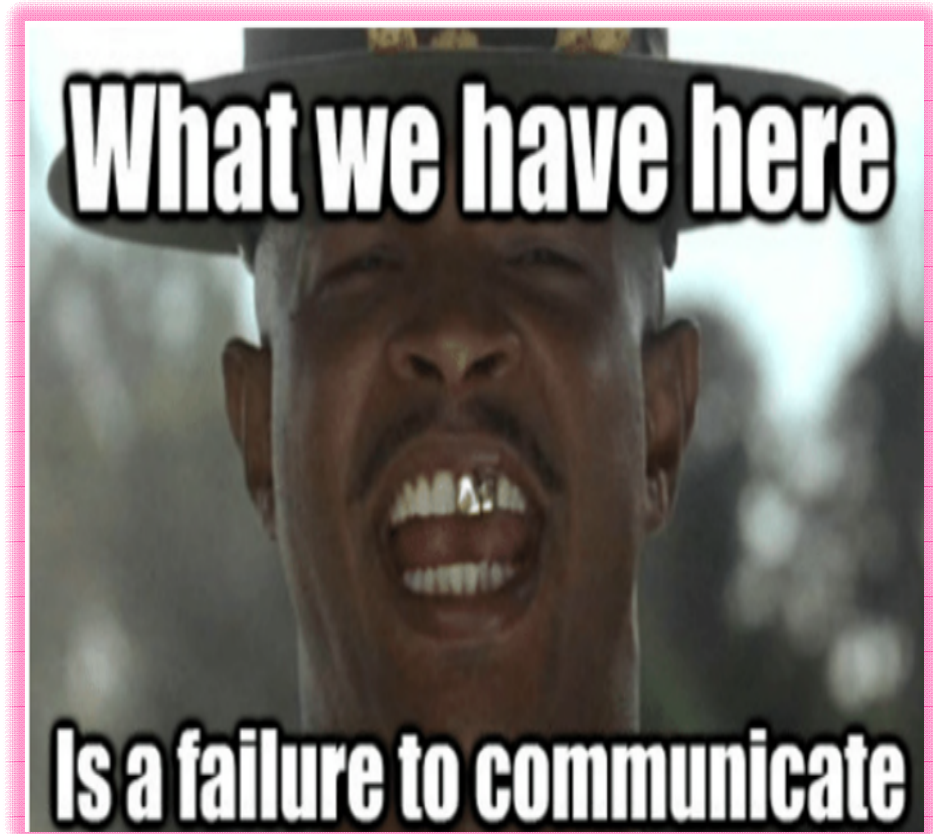
# Expectations are forever.

- Be honest about your intentions.
- Don't set false deadlines.
- Don't overpromise.
- Give meaningful feedback.
- Transparent communication.
- Documentation is key.
- Follow-up! Follow-up! Follow-up!



# Have you communicated your expectations?

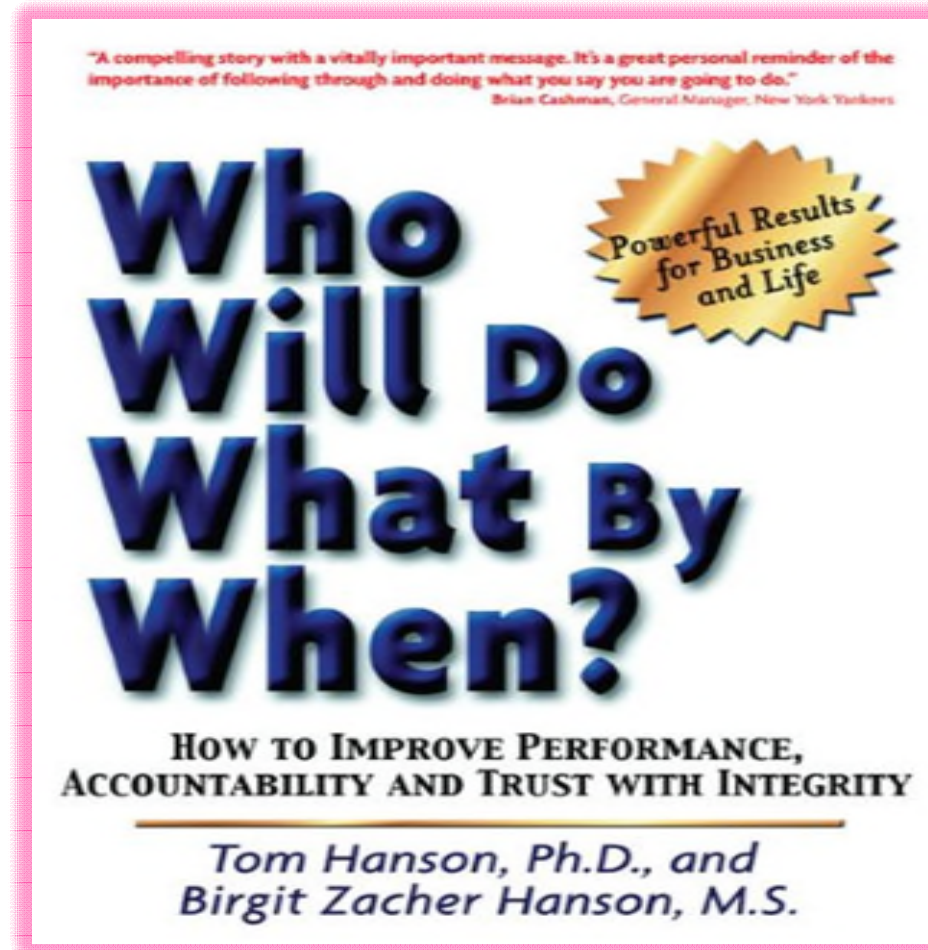
- How are you communicating?
  - Email, phone, text?
- When are you communicating?
  - Early & often
- Are you being clear and direct?
- Vague goals = vague results
- Close the loop.





# Nail down the details!!

- Who? What? When?



# Questions?

