

Inclusivity Unlocked Teamwork, Trust and the post-Covid Tide

...and understanding each other's expectations

● FOCAL POINT

Our “new normal” ...

- Since March 2020 so much has changed in the way we are working
- What has changed the most in the way you are working?
- Many of us appreciate the flexibility
- There are opportunities to balance individual benefits with business needs
- Key are the discussions and understanding the “why”



We know...

- Most people are comfortable and happier when they are clear about what is expected of them
- We've been "Exchanging Expectations" over twenty years
- Do you know what is expected of you...?
- Do you know what is *specifically* expected of you?
- Do your closest colleagues know *specifically* what you expect of them?



When to exchange expectations



- To establish a relationship – getting a new relationship off to the right start
- To maintain a good working relationship – even when things seem to be going well, ensure assumptions are not made
- To grow a relationship – to ensure that changing needs are met
- To tackle tricky conversations – clear and agreed expectations can make it easier to discuss things when they are not going so well

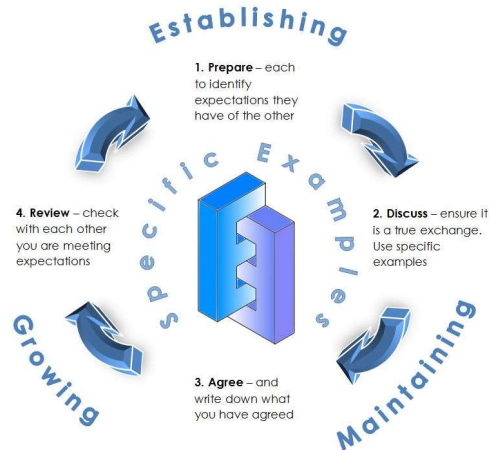
Exchanging expectations

It can be used to build the foundations for any working relationship:

- Peer to peer
- Line manager and team member
- Team to team
- Inter-team



Exchanging expectations



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Exchanging Expectations allows you build trust and helps prevent issues arising

It isn't contractual but it allows people to move from Job Description to 'how do we go about things'

Helps build truly open and honest relationships at work.

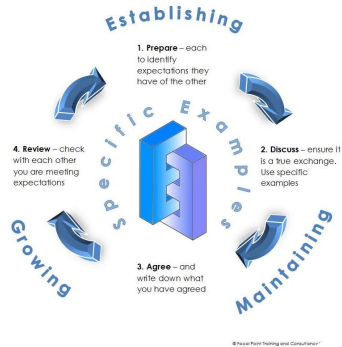
Enables you to understand what is important to the other person/people and what they expect from us.

It's a practical tool to create working relationships based on understanding, transparency, honest and thus, creating a climate of trust.

How often do you hear people say "but you didn't say that", or "I didn't know" etc.

This model allows all parties to share what they want and need and promote discussion on whether that is realistic.

Exchanging expectations



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- **Prepare** – allow time for each person to identify the expectations they have of the other person
- **Discuss** – ensure it is a true exchange. Specific examples must be used to ensure clarity on both sides
- **Agree** – write down the expectations that have been agreed in order to have something to refer back to
- **Review** – check with each other that expectations are being met. Reviews should happen regularly as relationships are not static

Go through the model and check whether anyone has any questions

- **Prepare** - Allow time for each person to identify the expectations they have of the other person.
- **Discuss** - Ensure it is a true exchange. Specific examples must be used to ensure clarity on both sides.
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- **Review** - Check with each other that expectations are being met. Reviews should happen regularly as relationships are not static.

This part is critical - once expectations are agreed you need to show you are both doing what you said you would - this builds huge trust

Exchanging expectations

- Identify who you need to exchange expectations with
- Explain the process, giving examples
- Prepare – what expectations do you have?



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Key action is for all of them to exchange expectations with their team members (and anyone else that they think it will be useful for).

Identify who they need to exchange expectations with and by when.

Key message is E of E is that it makes everyone's life easier!

Would be good to capture who people have agreed to do an E of E with and by when – we can then write up as part of actions and send back to them

To exchange expectations well...

- Ask the right type of questions
- Give thinking time
- Listen, listen and listen more
- Show empathy
- Give and receive feedback from one another
- Be open to ideas i.e. how to do things differently
- Commit to what is agreed and follow it up



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My big question...

Have I motivated you to
exchange expectations with
colleagues?



thank you

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**If you have any questions or would like any further help or advice,
please contact us on:**

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