

Sharing expectations to make working relationships more effective

Everyone is happier when they know what is expected of them, and others know what they expect

Have face-to-face discussions as body language and eye contact can contribute to better understanding.

Be specific: “support” or “opportunities” can look very different to different people.

You can exchange expectations on day one to start a relationship right, but also when roles change, or even to help with tricky conversations.

Share your expectations:

Sit down with your colleague and have an open discussion about what you expect of them and what they expect of you.

Plan a time to meet that gives everyone a chance to prepare.

Discuss your expectations: be specific, be open, listen.

Agree on what has been said and write it down so both parties can refer back to it.

Keep meeting to review as roles and people change over time

Expectations can shift as people settle into a role, so keep having regular reviews.

These discussion can be peer to peer, manager to employee or between team members.

Some expectations may be unrealistic: use the opportunity to explain why something doesn't work and people may find it easier to accept.