

Discussion guide questions for:

Get clear on expectations.

- How do you think “sloppiness” around our language can contribute to misunderstandings about expectations?
- Can you name at least 8 phrases we often use that are vague and that contribute to these misunderstandings?
 1. _____
 2. _____
 3. _____
 4. _____
- How does this Fundamental relate to honoring commitments?
- What role does your voicemail greeting play in setting expectations?
- What do we mean when we say that “people judge us not by what happened, but rather by how it compared to what they expected to happen?”
- Why is it important both to “set” and “ask for” expectations?
- Can you think of a situation where a misunderstanding occurred because you had a different expectation than someone else? What happened and how might this have been avoided by using this Fundamental?
- What should you do if you fear that a customer, or even a co-worker, might have unrealistic expectations?
- How might this Fundamental be used to create clarity around action items coming out of a meeting?
- How might you seek more clarity about expectations, without coming across as being pushy or obnoxious?