

Beth Ramsay

Beth@BrilliantWomen.me



E-r=f

Managing Expectations to Stay Sane!

Assumptions

- You should _____ what to do
- Don't assume everyone possesses the same _____ and understanding

Questions to ask

- Are we all clear on the _____ we are looking for?
- Do we all agree on what the _____ is? (don't laugh)
- Are we clear on the deadline?
- Are members of your team clear on who does what?

How to Avoid the Pitfalls

- Take the time to talk through the details
- Have open honest conversation on what is expected from each person
- When are these _____ to be completed? (major issue)
- How is everyone going to accomplish their tasks
- What does _____ look like?
- Leave lots of room (team culture) for questions

Powerful Closing – don't end the meeting yet!

- Gain _____ from everybody

Anticipation

Your Team

- Step-by-step style – take care not to get _____ in details or stray off course
- Big picture style – may be difficult to _____ long enough to identify anything that can go wrong
- Can't anticipate every little thing, but your _____ is golden here

Your Clients

- You need to know _____
- Ensure clients are clear on how and when you are _____ for them
- Have a system to capture the tasks performed on their behalf and report back; decide how often

Priorities

- When everything is a priority, nothing is a priority
- Ask - be up front: "Which project do they want first?" (**then stop talking**)
- _____ their decision with a short follow up

Communication

To manage expectations well, communication is KING

For your TEAM:

- Early stages of a team and/or project for a client, you may want to _____
- Use the word " _____ " or " _____ " often

- If you oversee a team/project, you are the one to see the entire pie
- Hold frequent quick check-in points
- Decide ahead of time how changes or _____ will be handled

For your CLIENT:

- Your reputation is everything, so set up your client's expectations by being honest and open right from the start
- What _____ you do and what _____ you do
- What do you have control over and what you don't
- Be careful what you promise or _____

FREE SCOPE OF WORK TEMPLATES

*PLEASE EMAIL ME IF YOU WOULD LIKE ME TO SEND YOU THREE (3)
SCOPE OF WORK TEMPLATES*

BETH@BRILLIANTWOMEN.ME

Are You Kidding Me? When what's expected is unreasonable

- Refer back to the _____ section!
- Mandatory: everyone (client and team) has a clear understanding of the scope of the project before you start
- There must be a level of comfort that the tasks and _____ can be met
- If issues show up repeatedly, then examine where in your process you aren't paying attention or being tough/specific enough about

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