



CONVERSATION PLAN - SETTING CLEAR EXPECTATIONS

Prepare notes under these headings prior to the meeting. Use your own natural language style. Job descriptions, performance reviews our Code of Conduct or other documents that detail what is expected to help you be accurate and precise. Find a quiet place where you won't be interrupted.

1. "The **purpose** of this meeting is to agree/clarify what's expected of you in relation to..... _____"

[e.g. identify the key job responsibility, code of conduct standard, expected professional standard, client deliverable, Hawkins principal, quality standard weakness you've observed in relation to which you want to set expectations]
2. "It is **important** we agree these expectations because _____"

[Explain value of delivery and consequences of non-delivery in terms of individual and overall business success].
3. "The **results / standards** I expect from you are..... _____"

*[Expectations should be **S.M.A.R.T** i.e. **Specific, Measurable Assignable Realistic Time bound**].*
4. "**Are you clear** about our expectations?
[Perhaps ask them to repeat them back to you]
5. "What issues do you foresee in delivery i.e. what **help, tools, materials, time** etc do you need?"

[Discuss, agree and record issues to be managed and support to be provided]
6. "**Do you understand** what's expected of you?
[Summarise again if useful]
7. Let's **agree how** we'll **track progress** together. _____"
[Record when and how you will check progress together, set dates if useful].
8. "**Can you commit** to delivery?
[Explain the 'No Surprises rule' i.e. the moment an expectation/deliverable is in jeopardy it is their responsibility to raise that issue with you so there are 'No Surprises']

Thanks, I'm confident you can deliver.