

# GETTING CLEAR ON EXPECTATIONS

A Checklist  
to Assess  
Your  
Workplace  
Culture





# EXPECTATION REALITY

## A Checklist to Assess Your Workplace Culture

Misaligned expectations cause countless workplace errors, lost opportunities, and delays. You know the drill. Things don't come together because people aren't on the same page as their managers, coworkers operate at cross-purposes, or employees fail to spell things out for customers. Then, the blaming starts.

So, what should leaders do to get staff members to communicate effectively about expectations?

**Identify, coach, and reinforce specific behaviors that build a high-performance culture.**

Does your organizational culture encourage employees to create clarity and avoid misunderstandings? Use this checklist to select the behaviors you see your team members demonstrating regularly.



### **Being proactive.**

Our staff members look ahead and anticipate the information others will need to achieve targeted outcomes. They prevent problems by considering different angles, sharing contingency plans, and giving people appropriate lead times to prepare accordingly.



### **Taking ownership.**

Our employees don't leave things to chance. They take responsibility for making sure everyone understands the details that will produce the desired results. They don't assume someone else will fill others in and always verify that everyone involved is operating under the same assumptions.

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## ☐ **Sharing information.**

Our staff freely shares non-confidential information throughout the organization. They don't presume others know what they know and ensure people have all the details they need to succeed. They have a team-first attitude and don't work in silos or hoard knowledge to gain a personal or departmental edge.

## ☐ **Communicating effectively.**

Our team members provide clear directions in language others easily understand. They don't use technical jargon specific to their expertise when working across departments. And they avoid vague terms that others can misinterpret. For example, they specify when they need something instead of using words like "soon" or "when you get a chance."

## ☐ **Providing outstanding service.**

Our staff members make sure customers are completely satisfied throughout every interaction. They achieve this by doing what it takes to thoroughly understand customers' needs and expectations so they can meet or exceed them.

## ☐ **Delivering results.**

Our team members determine what's needed to nail deliverables and get everyone in sync to achieve goals. For example, they end all meetings with clarity about action items, responsibilities, and due dates. Then, they hold themselves and others accountable for accomplishing necessary tasks.

## ☐ **Asking why.**

Our employees don't accept situations at face value and ask questions when something doesn't make sense to them. They dig deeper to understand the larger picture and don't dive into a project without getting the information they need to do it right.



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## ☐ **Being relentless about improvement.**

Our staff doesn't operate on autopilot and lean on the phrase, "Because we've always done it that way." They regularly assess standard tasks and processes and explore better ways of doing things. Then, they get everyone up to speed with updated methods and directions.

## ☐ **Listening carefully.**

Our team members don't tune out or multi-task when people explain what they need from them. They make it clear that they're absorbing what others say. For example, they ask clarifying questions or repeat what they heard to be sure everyone is on the same wavelength.

## ☐ **Communicating personally.**

Our employees don't rely on quick texts or group chats to relay complex information. Instead, they communicate in person with those directly involved and then back up the exchange in writing so everyone is clear on expectations and has a record of what was discussed.



How many boxes did you check? Organizations that help employees master these behaviors operate more efficiently, cultivate positive and satisfying collaboration, and build customer loyalty.

Don't let vague deliverables and unclear communication hinder your company's success. **Book a call with a CultureWise specialist** to learn how to develop and sustain a culture where people set and meet expectations.