

# HOW TO SET CLEAR EXPECTATIONS

## RESPONSIBILITY or EXPECTATION?

Responsibilities are the tasks team members are held accountable for in their roles.

Expectations are the measurable efforts of how responsibilities are handled.

## WHY SET EXPECTATIONS?

Expectations take responsibilities to the next level by defining standards for how work gets done.



### Focus

Ensure your team does work that matters.

### Engagement

Keep your team invested in their jobs.

### Profitability

Responsibilities are the tasks team members



### Performance Issues

Agree a baseline and set regular check-ins to evaluate progress.

### Frustration

Get everyone on the same page with clear communication.

## WHAT MAKES A CLEAR EXPECTATION?

To set team members up for success, your expectations should have a:

### Summary

Can you state your expectation in one or two sentences?

### Purpose

Can you link your expectation with Sun's company objectives and culture statements?

### Timeline

Can you provide a deadline and remain flexible if necessary?

### Outcome

Can you describe the end result you want to see?



# EXPECTATION-SETTING STEPS

Set clear expectations and help your team members meet them.

1

## Define

Review your team's job descriptions to start formulating expectations that align with their roles.

2

## Communicate

Clearly state the expectation, the purpose behind it, the desired outcome, and the timeline.

3

## Hold Accountable

Make sure your team member understands and commits to your expectations. Check progress regularly.

4

## Refine

Know when to adjust your expectations. Pay attention to the task's scope and the time it takes to do.

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## EXPECTATIONS SHOULD BE SET AND MANAGED CONTINUOUSLY, ESPECIALLY WHEN A TEAM MEMBER IS:

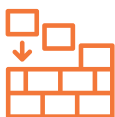
- Starting a new role
- New to Sun or your team
- Doing a task for the first time
- Working on specific skills
- Considered high potential
- Struggling with performance



# TIPS AND TRICKS FOR SETTING CLEAR EXPECTATIONS

## LAY THE GROUNDWORK

Don't assume your team member has the same understanding of an expectation as you do. Be as detailed as you can. Openly discuss how the expectation should be met and how success will be measured. If possible, use specific examples of what you want to see.



## TAKE FEEDBACK YOURSELF

If team members communicate to you about expectations, listen! Be prepared to discuss whether your expectations are realistic and achievable.

## FEED BACK LIKE A PRO

Being a people leader is being a coach. Speak frequently about performance. Ensure feedback is honest, clear, and delivered in the moment.

