

EXPECTATIONS MATRIX

To further clarify and facilitate discussions around mutual expectations, consider using this expectations matrix. Where you and an employee (or two employees with one another) have expectations that aren't met, or receive something one person doesn't expect, have a discussion to clarify your mutual commitments to one another.

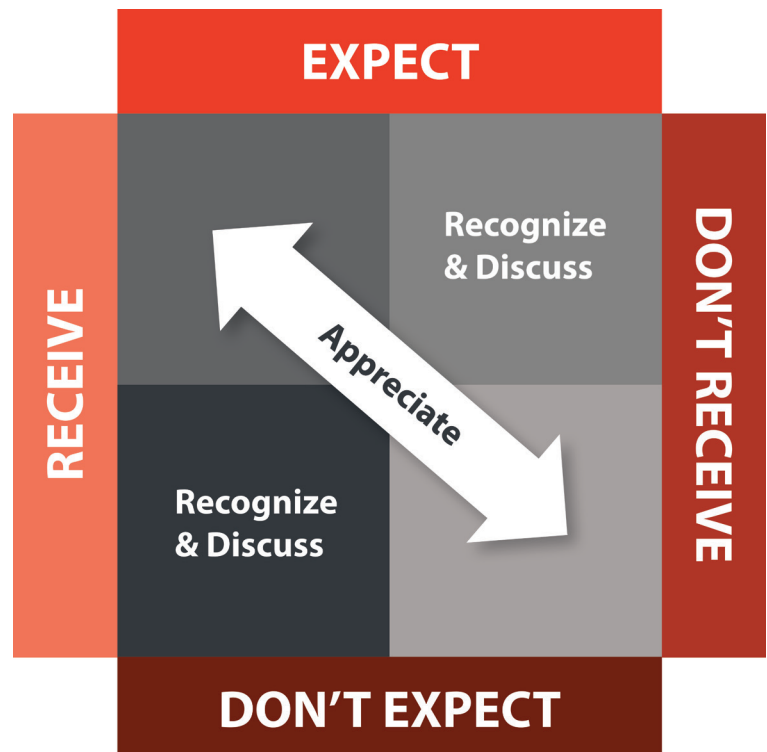
What I receive that I expect:

What I don't expect and don't receive:

What I receive and don't expect (could be good or problematic):

What I expect and don't receive:

How we make it better:



EXPECTATIONS MATRIX

UNIT 2

