

## Communicating for Results

The biggest - and often the hardest - part of managing can be getting communication right. Managers will be introduced in this program to several straightforward communication frameworks for effective expectation setting; performance correction; giving and receiving feedback, resolving conflict and managing up.

**Expectation Setting - The clearer you articulate your expectations, the more quickly and easily your team can deliver the results you are looking for.**

Project/Task:

Describe in detail what a successful outcome looks like.

To what does this project/task contribute? Why is it important?

By when is it due?

How do you expect to be involved? (check ins, milestones, decision points, etc.)

**Direction Correction - Using the framework, describe the situation that you'd like to address with the employee.**

Expectation:

What success looks like -

Why that's important -

Observation:

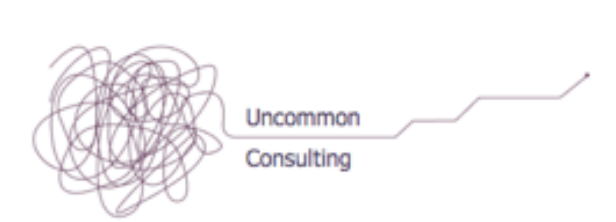
What is happening -

What is the impact -

In the meeting:

Conversation (Open ended questions to understand perspective)

Action (Agreed upon next steps to close gap or change expectation)



**Assertive Statements - Give extra thought to the impact and to your ideal. Why is it important to you? What is the impact to the team, organization or client?**

What is happening?

What is the impact?

What is your ideal?

**Questions for the Coach**

What questions do you have for your upcoming coaching session?