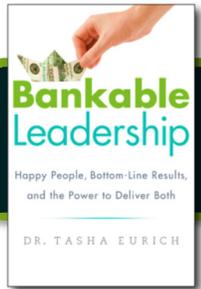


# Bankable Leadership Tip Sheet #3



## Set Crystal Clear Expectations

Many leaders don't give clear expectations because of a fear of micromanaging. But this is a dangerous trap. Think about the last time you didn't know what was expected of you. Uncertainty is stressful! In fact, our brains actually react to uncertainty in the same way we react when we see a predatory animal.

To avoid this stress, Bankable Leaders must create five types of clarity: Vision, Roles, Results, Individual Behaviors and Team Behaviors.

### Tips to Create the Five Types of Clarity

- Vision:** Create and communicate a picture of the future to guide your team's work and think about their roles.
  - What are our group's strengths? What can we do better than anyone? What issues do we need to address?
  - What are the threats and opportunities in our industry or marketplace?
  - What will the industry look like in five to ten years?
  - What do we want to be different around here in three months? Six months? A year?
- Roles:** Clearly define each team member's role, asking questions and defining specific contributions.
  - What are each person's primary contributions to the team? What are his or her most important projects?
  - How do you expect team members to allocate their time?
  - How do team members need to interface with one another? What shared responsibilities exist?
  - What does each team member need from other team members to be successful?
- Results:** Create clear expectations by using SMART SAIL goals.
  - First, goals must be SMART to get results: **S**pecific, **M**easurable, **A**ttainable, **R**elevant, **T**ime Bound.
  - Second, goals must SAIL to get people motivated and performing: **S**tretch (is it challenging?), **A**bility (with coaching and training, can they do it?), **I**important (does it matter to the person?), **L**earning (will it help them grow?).
- Individual behaviors:** Tell employees exactly what you expect from them individually, including:
  - What three behaviors are most important for you to see from your employees?
  - What behaviors are deal breakers for your team—the things that make you go off the deep end?
  - If employees run into a problem or issue, what is your expectation for how they will handle it?
  - How do you want your employees to contact you and how often?
- Team behaviors:** Give your employees clear direction on how you want them to engage with each other:
  - How do you expect the team to work toward accomplishing the results you expect from them?
  - How—and how often—will you communicate with team members individually and as a group?
  - What are the preferred methods of communication in your team?
  - What behaviors does the team need to demonstrate towards one another to be successful?
  - What are your general guidelines for decision making?

More resources available at [www.BankableLeadership.com](http://www.BankableLeadership.com)

Dr. Tasha Eurich, Leadership Expert, Speaker, Author of *Bankable Leadership*

PO Box 100654 | Denver, Colorado, USA 80250 | +01(720)515.0203 | Tasha@tashaeurich.com | [www.tashaeurich.com](http://www.tashaeurich.com)