# Clarifying Expectations: A Tool for Supervisors

***Define, Communicate, and Confirm What Success Looks Like***

Clear expectations help create shared understanding and support strong performance. Use this worksheet to reflect on three key questions that can help set your team up for success.

## Step 1: Do I have a clear and specific understanding of what success looks like in this role or task?

Think about what outcomes and behaviors are most important for each role on your team. What does a successful result look like? What behaviors increase the likelihood of positive outcomes? Complete the following for each role on your team.

**Role or Task:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Expected outcomes or results:**

**Expected behaviors (how the work should be done):**

**Resources or support needed (training, tools, guidance):**

## Step 2: Have I communicated those expectations in a way the team understand?

People absorb and retain information in different ways. Use multiple methods and explain why the expectation matters.

**How have I shared the expectation? (check all that apply)**
☐ Verbally (e.g., in conversation or meetings)
☐ In writing (e.g., email, shared doc, checklist)
☐ Through examples of good work (e.g., modeling, demonstrating, shout outs)
☐ Through non-examples or common pitfalls (e.g., what not to do?)
☐ By explaining why the expectation matters

**Is there anything I could improve or clarify in my communication?**

## Step 3: How have I verified that employees truly understand?

It’s not enough to ask “Do you understand?” Consider using strategies that help reveal what they actually heard.

**Ways I’ve confirmed understanding (check all that apply):**
☐ Asked them to summarize the expectation in their own words
☐ Had them walk through how they’d approach the task
☐ Reviewed an early draft or attempt together
☐ Asked clarifying questions or invited feedback
☐ Observed their work and followed up with coaching

**The next step I could take to strengthen understanding:**