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Essential steps to EXPECTATION SETTING



MANAGERS GUIDE

- As a manager, you will drive the expectation setting process.
- Make all goals SMART.
- Align team member's goals with organizational goals.
- Periodically communicate the status of high-level goals to the team.
- Regularly review, revise and update team member's goals.

1.

**MANAGER DEFINES
EXPECTATIONS (GOALS)**

Manager determines team member's performance expectations (**competencies, goals, and responsibilities**) for the upcoming plan year.

2.

**TEAM MEMBER
PROVIDES INPUT TO
EXPECTATIONS**

Team member provides an **input to the performance expectations** (competencies, goals, and responsibilities) shared by the manager.

3.

**MANAGER AND TEAM
MEMBER DISCUSS
EXPECTATIONS**

Manager and team member discuss performance plan for the year. Clarify expectations and define development areas.

4.

**MANAGER FINALIZES
EXPECTATIONS**

Manager saves and completes team member's plan in ePerformance.