

Communicating clear expectations

Duration: 0,5 day

Audience: Gestionnaire

Who is this training for?

- Managers at all levels
- Team leaders and supervisors
- Leaders called upon to delegate, supervise or reframe expectations
- Anyone in an influential role requiring clear communication

Training objectives

At the end of the training, participants will be able to :

- Clarify their intentions before entering into a conversation
- Formulate clear, realistic and engaging expectations
- Recognize the impact of implicit expectations on performance and relationships
- Use structuring tools to communicate and adjust expectations
- Choose the appropriate mode of communication according to the situation
- Strengthen the accountability and autonomy of their team

Summary

In a management context where expectations are numerous, priorities change and interactions constant, many mobilization and performance issues are rooted in implicit, poorly formulated or misunderstood expectations. When left unclarified, these expectations lead to frustration, tension, and loss of efficiency for both teams and managers. Lasting 3.5 hours, this training allows managers to take a step back from the way they communicate their expectations and to experiment with concrete tools to gain clarity and impact. Through hands-on activities, real-life role-plays, and peer-to-peer exchanges, participants develop more intentional, consistent, and engaging communication, fostering accountability and collaboration within their team. As Brené Brown, a renowned leadership

researcher, reminds us: "Clarity is a form of generosity." This training equips managers to create clear benchmarks, reduce grey areas and support sustainable performance based on shared expectations.

Course outline

1. Create the conditions for clear communication

- Conditions for success : openness, trust and collaboration
- Psychological safety and discussion framework
- Understanding the ambiguity related to expectations

2. Becoming aware of the issues related to expectations

- Experiential activity : Creating something from scratch
- Findings on the quality of instructions and expectations communicated
- Links between clarity, understanding and results

3. Clarify intent before communicating

- The manager's role in action and oversight
- Clarify the why, what, and ho
- Align expectations with organizational goals

4. Communicating a clear and engaging expectation

- Setting an expectation and managing expectations
- Difference between expectations, instructions and objectives
- Formulating mobilizing expectations
- Practices that promote commitment and responsibility

5. Expressing and adjusting expectations Duo activities based on real-life situations

- Giving and receiving feedback on a formulated expectation
- Adjusting expectations along the way

6. The 3Rs tool Presentation of the tool

- Application to concrete management cases (historical and future)
- Analysis of situations of tension or non-compliance with expectations
- Work in sub-groups and sharing in plenary

7. The tool Objectives Minute Discovery of the tool

- Case study and analysis of the management approach
- Promoting autonomy, accountability and clarity
- Putting into practice in trio

8. Choosing the right mode of communication

- Comparing the different modes of exchange
- Advantages, limitations and rules of use
- Choosing the appropriate channel according to the message and context

9. My commitments

- Synthesis of the learnings
- Identification of a concrete commitment to be put into action

Approach and methodology

This training favours an experiential and participatory approach, focused on the real situations experienced by managers. Participants alternate between individual reflections, exchanges in pairs or sub-groups and discussions in plenary in order to strengthen awareness and the integration of learning. The tools proposed are directly applicable in a management context and allow participants to clarify their expectations, better structure their communications and strengthen the accountability of their team. The training concludes with a concrete commitment, promoting the transfer of learning into everyday professional life.

Recommendations

- Bring real situations experienced in management

- Actively participate in exchanges and activities