Week 5 Exit Ticket: Conflict or Challenge Action Plan

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Action Plan to Resolve Issues with Unclear Expectations in My Co-op

Step 1: Identify the Core Issues

1. Lack of clear expectations – Tasks and responsibilities are not always well-defined, leading to confusion.
2. Communication gaps – Uncertainty about when and how to ask for clarification.
3. Delayed progress – Misalignment on priorities causes inefficiencies and delays.

Step 2: Immediate Resolution Approach

1. Facilitate a structured discussion

* Schedule a 15-minute check-in with my mentor to discuss past situations where expectations were unclear.
* Identify specific areas where miscommunication has occurred.
* Discuss ways to clarify expectations proactively before starting tasks.

1. Align on decision criteria  
   Use a structured approach to clarify expectations for each task:

* Task objectives: Confirm the goals and expected outcomes.
* Key deliverables: Ensure clarity on format, deadlines, and required details.
* Communication plan: Decide on the best way to check in (e.g., Slack, email, meetings).

1. Seek expert input if needed

* Ask my mentor for best practices on setting clear expectations.
* Observe how experienced team members clarify their responsibilities.

1. Implement a feedback loop

* Summarize key takeaways from meetings and share them with my mentor or team for confirmation.
* If uncertainties arise, proactively ask for clarification instead of making assumptions.

Step 3: Prevent Future Conflicts on Similar Issues

1. Establish a clear communication framework

* Use the 3 W’s (What, Why, Way) to ask for clarity when needed.
* Set up short weekly check-ins with my mentor or supervisor to ensure alignment.

1. Improve documentation and transparency

* Keep a shared document with key responsibilities, deadlines, and notes from discussions.
* Follow up with a quick recap after meetings to ensure alignment.

1. Implement a conflict resolution strategy

* If expectations are unclear, escalate concerns early rather than waiting until issues arise.
* Use structured feedback sessions with my mentor to continuously improve communication.

1. Schedule regular reviews

* Reflect on communication improvements with my mentor every month.
* Adjust strategies as needed based on feedback from my mentor and team.