

## Communication Exercise

Directions: Identify a project that you are about to kick off, or a challenging project you are in the midst of. Then, based on that project, answer the questions in the sections below on Assumptions, Expectations, and Accountability.

### Assumptions

In the “Trust” video, the team starts out a bit overconfident, and sets a pace that is not sustainable for the entire group. To prevent overconfidence on your team at the beginning (or during a project), here are some steps you can take as a leader individually, and with your team:

A) Are your views/opinions/beliefs based on assumptions or facts?

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B) What assumptions are you and the team regularly making?

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C) What is flawed about your assumptions? What consequences do those assumptions have? What facts exist to back them up? How do those facts change what you can/should do?

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How can people get motivated from their team during difficult times?

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### Expectations

Setting expectations is one of the most important communication responsibilities of a leader.

A) Why are we doing this?

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B) What are the expectations surrounding the goal(s)?

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C) What are the expectations surrounding individual team members/followers? What are the metrics?

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D) After these expectations have been set with regard to the goal(s), shift your focus to delegate who is going to do what by when.

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ACCOUNTABILITY

- 1. How do you ensure communication is received? One question to keep in the back of your mind: “I don’t know what I said, so tell me what you heard.”
- 2. What was supposed to occur?
- 3. What actually occurred? That is, what’s the gap between expectation and reality?
- 4. What went well?
- 5. What needs improvement/change?
  - How will accountability be managed (with, praise, correction, recovery, development, and so on)?
  - What future expectations need to be adjusted?

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