# Overview

Conflicts

Transparency

Clarity

Ownership

Waste reduction - “stop” items

Possibly the most powerful tool in existence for clarity of roles and responsibilities as well as conflict resolution. Expectation Mapping provides transparency and agreement amongst all participants

You will have the opportunity to express what you expect from everyone’s roles

You will have the opportunity to express what you expect from your own role

You will have the opportunity to agree or disagree with all expectations of your role

You will have the opportunity to negotiate the validity and ownership of all expectations for all roles

You will have the opportunity to discuss and eliminate expectations which do not deliver value

All expectations will find agreed-upon ownership or be eliminated

## Things to consider when expressing expectations

What roles do the individuals with whom you interact regularly have?

What is your understanding of those roles?

What are the core responsibilities of those roles?

What are other responsibilities or activities do you believe those roles entail?

What measurable outcomes are produced by individuals in those roles?

What are the challenges faced by individuals in those roles?

What do expect those roles not to do?

Operating models

Core values & principles

Turnaround times, responsiveness, availability, quality of deliverables

How would you do it?

# Materials

Stickies

Sharpies

Painters Tape

Pre-Printed Role Title Cards - 2 for each role

Blank Role Title Cards - typically 2 for every 6 pre-identified roles is sufficient

# Room Setup

Screen to display examples and instructions

Wall: 18 - 24 inches (46 - 61cm) per role - plan on 1 to 2 emergent roles for every 6 planned roles

[insert image(s)]

# Instructions

Three Rounds

## Round 1 (30 - 60 minutes)

Write one expectation per stickie

Provide expectations for every role including your own

Place stickies in the ROW for your role

Place expectation stickies for each role in the corresponding COLUMN

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Scrum Master | Product Owner | Development Team | Dev Manager |
| Scrum Master |  |  |  |  |
| Product Owner |  |  |  |  |
| Development Team |  |  |  |  |
| Dev Manager |  |  |  |  |

## Round 2 (15 - 30 minutes)

For your role and ONLY your role move stickies to Yes/No/Stop

Affinity group stickies within each cell

## Round 3 (30 - 60 minutes)

For any “No” or “Stop” stickies discuss as a team

All stickies must find an agreed-upon home

Consensus on every role as complete and true

## Round 4 (optional, but recommended)

Go have fun...seriously. This exercise can take a lot out of the participants, especially so in organizations with organizational health problems such as low psychological safety. Take advantage of the newfound vulnerability to galvanize the team.