**BBBSEM Fall 2023 Team Expectations**

1. **Communcation Expectations:**

* Confirm receipt of all communications in a timely manner
* If you need help or are confused about anything, please reach out to me as soon as possible
* If you are overwhelmed by something or cannot meet a deadline, please reach out to me before the night before
* When corresponding with the client, communication should be within 24-hours of receipt
* When corresponding with the client, please be sure to check over correspondence with me before sending
* Our 1:1 sessions are for you – please be honest and raise and questions or concerns

1. **Meeting Expectations:**

* Show up on time and communicate with the group if you will be late
* Come with your completed assignments for the meeting, and reach out in advance if you believe you will have an issue completing it for said meeting
* Phones, texting, and other distractions should not be present except during transition periods or for client-related work
* Respect others' opinions and insights, but speak up if you disagree and respectfully share your reasoning

1. **Client Call Expectations:**

* Show up on time or early, and communicate with the group if you will be late
* Wear business professional attire from the waist up unless otherwise specified
* Be prepared to ask your specified questions and to answer ad-hoc questions for the client
* Always maintain a friendly but professional demeanor
* Be bold, you do not have to wait for my approval to speak up with the client when you feel you can add value

1. **Work Expectations**

* Do your work completely, exhaustively, and on time
* Communicate when something is preventing you from completing your work, completely it exhaustively, or completing it on time
* Ask for help, both from me and from groupmates whenever you could use additional support or insight
* Before asking for help, be sure to give it your best shot
* Do your best!