

EXERCISE - EXPECTATIONS

Objective: To make the implicit explicit by aligning the hidden expectations of your partners, by conducting an **alignment interview** to identify the two critical needs not yet formulated.

STEP 1 - THE ICEBERG AUDIT

Choose a work or personal relationship where you feel some frustration.

Your Invisible Expectations: List two things you expect from this person, but have never explicitly asked them for. (Ex: "That they thank me for my help", "That they check their figures before sending them to me").

The Impact: How does the fact that these expectations are not met affect your view of this person's integrity?

The Mirror: In your opinion, what invisible expectation does this person have of you that you may not be fulfilling?

STEP 2 - THE ALIGNMENT SCRIPT

Prepare a short discussion to "get the iceberg out of the water".

The Opening: "I want to make sure our collaboration remains smooth and that I truly meet your needs."

The Transparency Question: "I realized that we have never defined [Subject: e.g. emergency management]. What, for you, is a reasonable response time?"

The Proposal for Assistance: "My goal is to help you move forward without friction. If we agree on X, is that acceptable to you?"

Action: Write your complete script here.

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STEP 3 - THE "UNDER-PROMISED, OVER-DELIVERED" RECALIBRATION

Now that you have identified an expectation, how can you use it to exceed expectations?

1. **The Success Threshold:** What is the minimum expected now that it is clear? (Ex: respond within 24 hours).
2. **The Integrity Bonus:** How can you "OVER-DELiver" on this specific expectation? (Ex: respond in 4 hours with a solution already underway).
3. **Commitment:** Make a commitment to clarify this expectation with the person concerned within the next 48 hours.