

Communicating clear expectations

Duration: 0,5 day

Audience: Gestionnaire

Who is this training for?

Managers at

all levels

Training objectives

- Clarify your intentions before
starting a conversation
- Define
clear and measurable expectations
- Adapt
your communication to different management situations

Summary

This

training enables managers to develop their ability to communicate clear, precise, and engaging expectations to their teams. It focuses on practices that promote mutual understanding, engagement, accountability, and effective follow-up on expected results.

By the end

of this training, managers will be able to communicate clear expectations adapted to their context in order to foster employee performance, autonomy, and accountability.

Course outline

Clarifying

the intention and formulating an expectation

- Clarify your intention before
starting a conversation
- Define
a realistic expectation and the winning conditions
- Communicate
a clear and engaging expectation

Structuring

the conversation with concrete tools

- Use the “3Rs” tool to manage the
history and future of a situation
- Set
clear objectives using the “Minute Objectives” tool

Choosing

the channel and taking action

- Select the appropriate communication
method: meeting, email, phone, or Teams
- Formalize
commitments at the end of the workshop

Approach and methodology

Our

training strategy is based on three pillars:

1. Learning

about oneself and the content

2. Learning together

The module

format is highly interactive, which makes it possible to:

- Increase participants' level of engagement.
- Share and learn from the experience of other participants.
- Use concrete examples that can be easily transferred to the workplace.

3. Learning through action

At the end

of the module, participants make a commitment to themselves, their team, and their manager. This is a mission to put into action in their daily work and will contribute to the optimal transfer of learning.