

Did we ...

- ✓ **communicate** the expectations?
- ✓ get **input** on how and why from the employees?
- ✓ discuss **why** the expectation is important?
- ✓ **train** them to meet the expectation?
- ✓ give them **tools** needed to meet the expectation?
- ✓ remove **barriers** outside of their control?
- ✓ give them feedback, good and bad, on their performance?
- ✓ have **consequences** for meeting and missing expectations?

*... And do they know we **care** about them?*

