



## ***UNCLEAR EXPECTATIONS***

“Unclear expectations in the area of goals undermine communication and trust”, states Stephen Covey in his book *The 7 Habits of Highly Effective People*. Expectations are mainly implicit, meaning they are never recited out loud. However, you still have very obvious and clear expectations of others. The general public judges others based on their preemptive assumptions and expectations of one another. The goal is to make your expectations clear and straightforward. Putting expectations out on the table for people to hear prevents negative situations in the long term. If you feel these expectations have been violated or undermined in any way, trust is lost. Discussing your feelings and expectations leads to more fulfilling relationships.

*The 7 Habits of Highly Effective People*® 2-day experience provides the foundation to strengthen the human side of performance at the personal, managerial, and organizational levels. Equip your employees with the tools and skills to work at the highest levels of effectiveness, both with and through others.

**Workshop Dates: March 12-13, 2009**

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