



Lesson #7
How About You? Expecting?

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This Week's Objective

We will use a communication tool to firm up some mutual expectations in a working relationship, thereby strengthening the connection between you and other people and then improving productivity.

Are you expecting?

I just used that line to get your attention. What I am really talking about is setting mutual expectations. This is an area that, in my 124 years and 17,001 client situations, have identified as the most underrated and underused verbal interaction out there. And not just at work. This is a universal situation and so needed for work-life balance.

And it ain't so hard to make happen.

To do it, I use something I call the "How about you?" exercise. It involves discussing expectations with another person in the workplace through sharing, then asking, and listening. It is simple, and can be very quick, yet we often neglect it.

Conduct several "How about you?" dialogues with three different people: a boss, a customer, and a co-worker or employee. Extra points for more than three conversations.

And if you are in Texas, you can adapt it to "How 'bout 'cha?"

An Outline of this Tool

Find three (3) different people that are key players in your world: people that you interact with to get things done. This could be a business partner, a colleague, a customer, a boss, and so on. If you'd prefer to make it a personal relationship, then select a spouse, relative, friend, etc. Initiate a dialog with him or her, without making a big deal out of it. A simple "Hey let me ask you something," works just fine.

The basic steps are as follows:

- 1) Here is what is important to me ...
- 2) Here is what I think is important to you ...
- 3) Here is the way I expect us to get the job done ...
- 4) How about you?

Can also be adapted to something like one of the following:

- 1) Here is what I need ...
- 2) Here is what I think you need ...
- 3) Here is the way I expect us to progress ...
- 4) How about you?

Or

- 1) Here is the way I prefer to communicate ...
- 2) Here is the way I think you prefer to communicate ...
- 3) Here is the way I expect we can work best together ...
- 4) How about you?

As you can see, this is a vital conversation. It can focus on a large, upcoming event, or simply be a small dialog that you have regularly with employees. There is *always* someone in your work life that you can find for this conversation. If not, then you either work in a remote, abandoned cave or are in denial.

Who are the 3 people you'll have this conversation with and when?

Name	When

What do you see as the value to you and your leadership development in having this *How About You* conversation? Consider where the true payoff is to you, rather than just the completion of an assignment.

Note here how it went, and don't forget your **CHICK CHECK** and **RINGY-DINGY** below.

CHICK CHECK

A few questions to validate your feminine approach to this week's assignment.

What could happen with this week's assignment is a clash between your natural approach to something and that of the opposite sex. If one of the people you talked to was a man, for example, there may be the propensity for him to feel like this was an unnecessary conversation. Although I am generalizing about a man's reaction, there is a chance that this "soft" discussion is not really about "real work."

If you do get a reaction from someone that is resistant, consider what you really value in having the discussion and whether you truly see it as important. Did his reaction tempt you to discount your beliefs about the importance of the dialog?

Other thoughts?

My Ongoing **RINGY-DINGY** List

Items that come up throughout the course that you want to remember or task for yourself. Your “short list” of things that are working best for you or “AHA”s.

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