

There is an undeniable relationship between stress level and unmet expectations. The awareness model is an effective way to diagnose where the issue is and how to resolve it.

Step one - Awareness

Why are they not aware of the expectation?

- 1) Don't know?
 - We must understand why they weren't aware.
- 2) Don't care? This could mean either it wasn't a priority, or they did not agree with the expectation.
 - We must understand how the expectation setting process was not mutually understood and/or agreed upon.

Step two - Understanding

Now that we have awareness, are you confident that they also understand why?

If not it is extremely important to provide reasoning to support the expectation.

Step three - Acceptance / Agreement

With awareness and understanding, that includes the why, are they in agreement that moving forward will require a commitment on their behalf?

Mutually agree on what is expected, why, and the necessary resources to be successful.

Step four – Execution

S = Specific - Focus on what to do, not how to do it!

M = Measurable - Must be quantified in terms of how much or how little?

A = Achievable - Must be possible to accomplish even if the expectation is considered a stretch.

R = Relevant - Why are we doing this which include both company and personal relevance.

T = Timely - Progress review to discuss progress and associated consequences. The Feedback mechanism is essential to achieving the expectation.