



Tirza Motivates
The Source for People Development

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Expectations vs. Assumptions Coaching Exercise

Written by: Tirza Barnes, CEO Tirza Motivates, LLC.

Step 1: Pinpoint team members who might be facing issues such as:

- Conflicts
- Misunderstandings
- Decreased productivity
- Misaligned goals, and
- Dissatisfaction

These team members might be struggling due to unclear expectations, resulting in them creating their own interpretations or expectations regarding roles, responsibilities, objectives, or procedures.

Step 2: Determine whether each team member is aware of what is expected from them

Have a conversation with the individuals on your team to address the behaviors mentioned in the first step.

This meeting is your opportunity to LISTEN actively, with the aim of determining whether each team member is fully aware of what is expected from them. The strategy involves asking questions instead of giving instructions. Make sure you, as the leader, enter the discussion with a positive mindset and approach your team with a sense of curiosity.

*Be mindful of your triggers and avoid reacting impulsively. Instead, make it a practice to self-reflect before you respond or take action.

Asking clear and specific questions can help ensure employees understand their roles, responsibilities, and what is expected of them at work. Here are nine questions that can facilitate this understanding and encourage open communication between you and your team.

1. Can you describe your primary responsibilities as you understand them?
2. How do you see your role contributing to our team's and the organization's goals?
3. What do you believe are the most important expectations for your role?

4. What are the specific targets or objectives you are working towards this quarter/year?
5. Are there any challenges or obstacles you're facing in meeting your expected job performance?
6. How can I or the organization assist in overcoming these challenges?
7. Is there anything you need that you currently don't have to perform your job effectively?
8. How often would you like to receive feedback on your performance?
9. What kind of training or professional development would help you in meeting your objectives?

Step 3: Offer Guidance, Coaching, and Direction

In light of the insights gained from the conversation in step two, the next phase involves offering guidance, coaching, and direction to the employee. This can be achieved by clearly outlining the:

- expected behavioral norms within the workplace,
- detailing the specific tasks they are responsible for, and
- explaining how their individual contributions align with and support the broader organizational goals.

Additionally, it's important to communicate the standards of quality expected in their work, as well as the metrics that will be used to assess their performance.

Step 4: Move Initiatives Forward

Establishing specific commitments after the meeting is vital for advancing your team's progress and fostering their development towards reaching improved performance. Demonstrating confidence in your team's or individual's capacity to achieve these objectives, while offering assistance to move initiatives forward with your support is essential.

Make a point to touch base with your team in 30 days to confirm that projects are on track, goals are being achieved, and that you are available to offer further guidance and support.

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About Tirza

Tirza Barnes is a Trainer, Consultant and Conscious Leadership Teacher at [Tirza Motivates, LLC](https://TirzaMotivates.com).

For over two decades, Tirza has made a significant impact in the nonprofit sector, holding key leadership roles that include Senior Professional Development Trainer at the Brooklyn Educational Opportunity Center (BEOC) and the Grace Institute, Director of Training at the Workforce Professionals Training Institute (WPTI), and Director of Training and Employee Development at Goodwill NY & NJ, where she spearheaded training initiatives for over 8,000 employees. Inspired by the challenges of the pandemic, Tirza pursued her long-held vision of launching her own learning and development institute, dedicated to empowering leaders and teams to build essential skills, develop strategic initiatives, and drive meaningful change.

Throughout her career, Tirza has worked with thousands of professionals as a trainer, consultant, and coach, supporting organizational change initiatives that enhance program design and service delivery. She has also designed and led workshops on various topics, including coaching and communication, curriculum development, public speaking, leadership growth, unconscious bias, and conflict resolution.

Beyond her training and consulting work, Tirza hosts and facilitates empowerment events for women, and is a sought-after keynote speaker at conferences and company retreats. Her presentations spark breakthroughs, build confidence, challenge self-limiting beliefs, introduce fresh perspectives, and equip audiences with personal and professional success strategies.

Tirza's passion for people development stems from her own journey through the "corporate ranks", where she embraced authenticity, innovation, transparency, and a leadership style focused on empowering others to realize their potential and succeed. Known for her energetic presentation style, conscious teaching techniques, engaging storytelling, and down-to-earth, relatable personality (which she credits to her Brooklyn roots), Tirza has a remarkable talent for engaging audiences. She motivates people to approach challenges with a solution-focused mindset and inspires them to take decisive action toward achieving their desired outcomes.

Tirza facilitates specialized peer learning programs, each addressing key areas such as Conscious Caring Leadership, personal empowerment, and performance optimization. These programs enhance self-awareness, inspire creativity, promote a solution-driven approach, and strengthen participants' ability to make a meaningful impact personally and within their organizations.

Originally from Brooklyn, NY, and now living in Long Island, New York, Tirza balances her professional life with the joys and demands of parenting her two children. She stays actively involved in their lives, from supporting the school's PTA to attending her son's basketball games and guiding her teenage daughter. Tirza also places great importance on self-care, maintaining a routine of daily meditation, regular workouts, and quality time with friends. She's currently tackling her fear of water by learning to swim and embracing her love of dancing by learning dance roller skating.

Learn more about Tirza and her programs by visiting her website @ <https://tirzamotivates.com>