

Mindreading 101:

Managing Expectations Cheat Sheet

Setting expectations is your opportunity to let your contractor know from the beginning exactly what your expectations are of them, their role, and the team.

It's also your opportunity to explain the shared and measurable objectives in no uncertain terms to eliminate the temptation to micromanage and establish a foundation squarely built on trust.

Here's how.

AVAILABILITY.

Clearly communicate when you expect them to be 'online' by phone, text, email, chat or otherwise. And when they are not available, explain that they need to communicate this in advance.

DEFINE.



WHAT ARE YOUR EXPECTATIONS OF THEIR AVAILABILITY?



WHAT DOES THAT SYSTEM LOOK LIKE?



ARE YOU PREPARED?



HOW WOULD YOU LIKE THEM TO TRACK THEIR TIME?

PRODUCTIVITY.

Explain the shared and measurable objectives in no uncertain terms to eliminate the temptation to micromanage.

KEY RESULT AREAS:

Objectives vital to the performance of an individual employee, a department, or an organization.

KEY PERFORMANCE INDICATORS:

Quantifiable metrics that assess whether an organization, department or employee is meeting certain objectives.

COMMUNICATE.

- HOW ARE YOU TRACKING GOALS AND DAILY RESULTS BENCHMARKS?
- DO YOU EXPECT A CERTAIN RESPONSE TIME, EVEN IF JUST TO ACKNOWLEDGE ITS RECEIPT?
- HOW DO YOU WANT TO RECEIVE THAT ACKNOWLEDGMENT – TEXT, EMAIL, CALL?

MEETINGS.

At BELAY, we believe – again, being remote – to always look to make a connection with someone.

If there are mandatory meetings for which virtual employees will be expected to attend, whether weekly, monthly or quarterly, explain these expectations in advance, as well as how you'll meet, i.e. Zoom, Skype, Google HangOut, etc.

COMMUNICATE.

- IS IT GOING TO BE A WEB CONFERENCE?
- DO YOU REQUIRE THAT THEY KEEP THEIR WEB CAMERA ON?
- DO YOU NEED TO SEND OUT AN AGENDA?

Expectations in Application: Client Spotlight

CLICK BELOW TO SEE HOW OUR CLIENT LEE S. IRWIN MAKES VIRTUAL WORK **WORK**
FOR HER VIRTUAL ASSISTANT

CLIENT SPOTLIGHT

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