

# Setting Clear Expectations: Coaching Session Guide for Q.01

(ALSO: Onboarding Conversation for New Team Members)

**OVERVIEW:** This coaching session guide is designed to help managers set expectations and learn more about the existing expectations of both current and new team members. The objective is to establish clear expectations for team members, learn more about the people you manage, and support them in maximizing their natural talents on the job. It is recommended for a manager to use this guide at the start of each year with existing team members to reset expectations. This is also a great tool for onboarding new team members.

**INTRODUCTION:** *During this coaching session, I have some specific questions to ask you so I can be more effective in supporting you and helping you achieve your goals. This session includes some questions that will help me learn more about your strengths, what you enjoy most about your work, what motivates you, what goals you're focused on, and what your expectations of me are. Please answer the questions candidly, as that will give me the best opportunity to support you in doing what you do best.*

1. Which parts of your (new) role are you looking forward to the most? Why?
2. How should we define "Excellence" for your role?
3. When you achieve your goals, how would you like to be recognized? What will make you feel valued here?
4. Will you tell me how you are doing or feeling, or do I need to ask?
5. What will help you to feel like you are a part of the team?
6. What is the most effective way for you to learn?
7. How often do you think you and I should get together to discuss how things are going?
8. What do you think I expect of you this year?
9. What do you expect of me this year?
10. In conclusion, is there anything else you would like to add that would help me know you better?

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