THE GEORGE WASHINGTON UNIVERSITY

WASHINGTON, DC

Clarifying Expectations

Using this tool:

1) Edit this template to align with your team and departmental goals and expectations.
2) Verbally communicate expectations to your staff
3) Email the tool to your staff as a follow up
4) Use the language in the finalized tool when you are a) recognizing your staff when they meet/exceed the expectations, and b) when you need to correct behavior for staff who are not meeting these expectations both throughout the year and in the annual performance review.

Performance Factor	How You Define Excellence for This Factor
Job Skills/ Technical Skills	
Communication	
Teamwork/ Collaboration	

Customer Service	
Productivity (Quantity/Quality of Output)	
Project Performance	
Meetings	
Problem Solving	
Change and Agility	
Creativity and Innovation	
Leadership	