

MANAGING EXPECTATIONS FORM-ALLY- R. AUTHIER, CAE, RCE, EPRO

(A forms-based approach to staying on the same page)

1. Lifeblood of Association Executives
2. Expectation #1—No Surprises, but Don't Shoot the Messenger
 - a) Tell them first
 - b) Tell them to expect you to tell them
 - c) Tell them to expect you to advise them
3. Expectations #2—Who's On first?
 - a) Efficiency—Effectiveness or a liability?
 - b) Agree on preferences-Checklist
 - c) Pay attention to it
4. Expectations #3—Rolls Anyone?
 - a) Position Descriptions gather dust
 - b) When and How Long
 - c) Expectations in monthly chunks- Checklist
 - d) Caveats
5. Expectations #4—Learning from “Dead Presidents”
 - a) Select mentors carefully
 - b) Avoid surprises- Checklist
6. Expectations #5—Torn between two lovers
 - a) Ownership Disclosure-Form
 - b) Conflict of Interest-Form
7. Expectations #6—He did what???
 - a) The best time to manage a crisis is....
 - b) Crisis Communication & Management Plan
 - c) KISS
 - d) Definition of Crisis
 - e) Crisis Mission
 - e) Examples
8. Expectations #7—It's all about Me.
 - a) CEO Position Description
 - b) CEO Employment Agreement/Contract-Form
 - c) CEO Evaluation Form-Form
9. Expectations Etc.—What else?