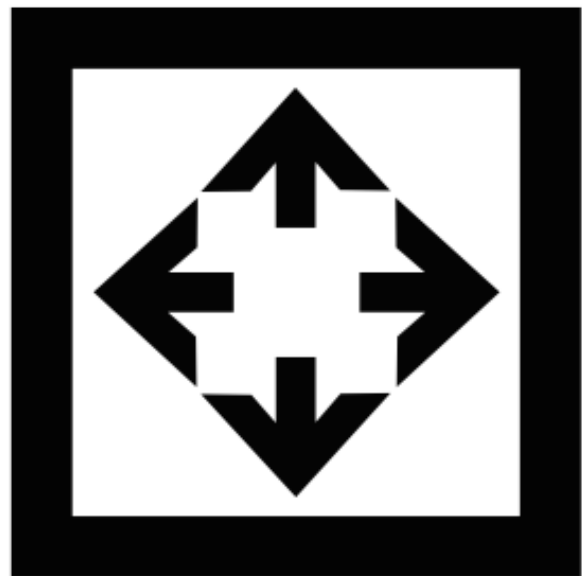
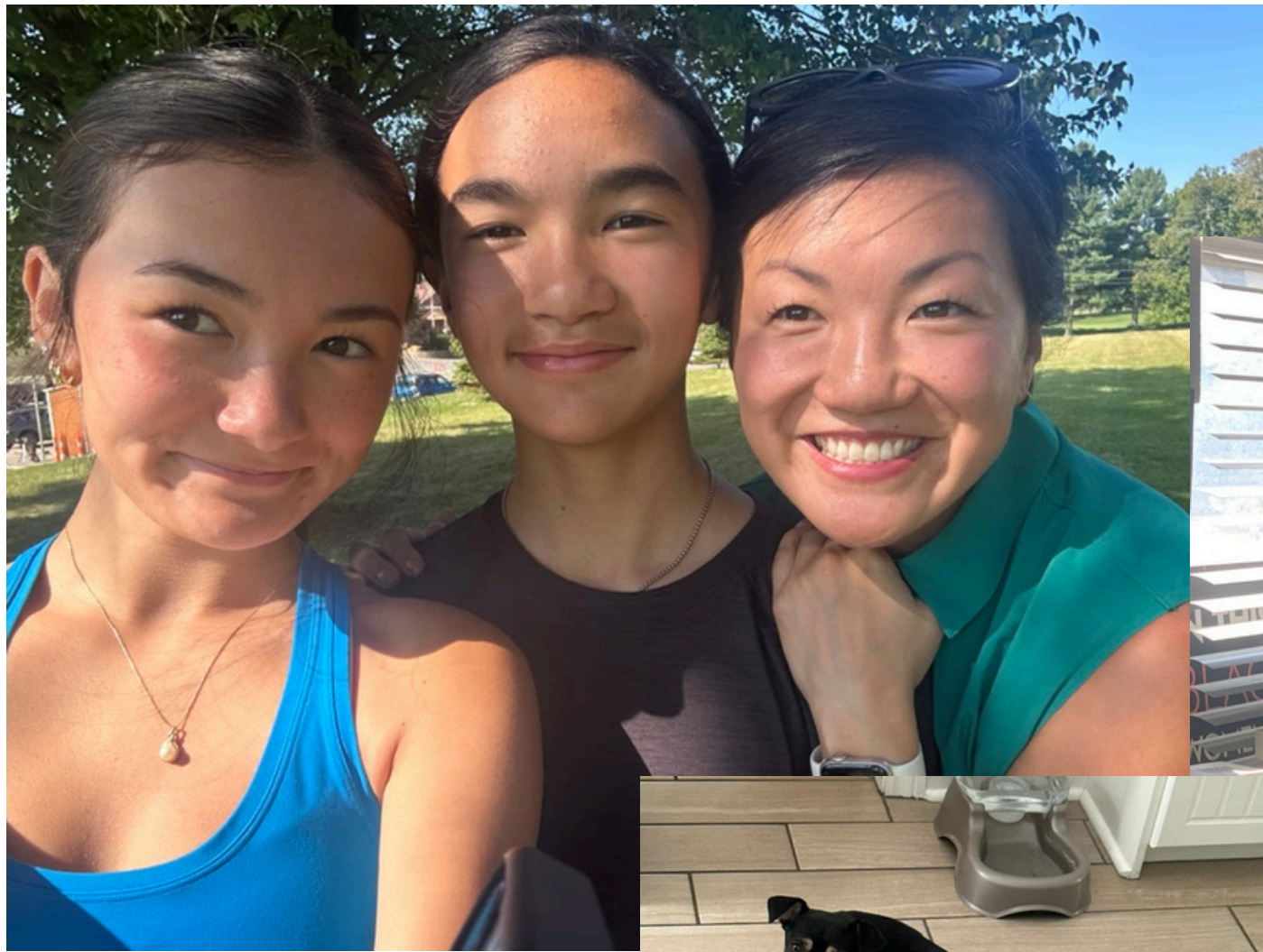


Expectations & Delegation

HUMAN
SOLUTION



HELLO
MY NAME IS

Anna Baeten

- **Human Solution Group: Principal**
- **Educational Background: Biology & Professional Ethics**
- **Professional Background: Organizational Scaling, Marketing, & Leadership Development**
- **2 Kiddos (Emerson & Porter) + 1 Black Cat (Kimchi) + 2 Dogs (Kevin & Brian)**
- **Survivalist**

TODAY



**How do we become more
skilled at Navigating Discomfort?**

THE BIG PICTURE



Understanding
ME
(self)



Understanding
YOU
(others)



Understanding
US
(interactions)

FSDI ASSESSMENT

If you haven't had a chance to take the FSDI Assessment, feel free to do so now.



<http://www.su.vc/tb25>

**What is my most predictable response
when facing failure, stress, &
discomfort?**

The FSDI Archetypes

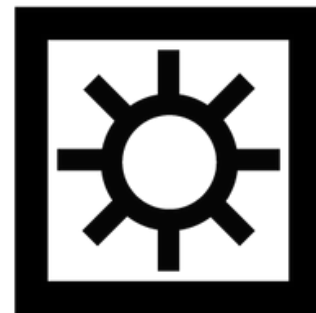
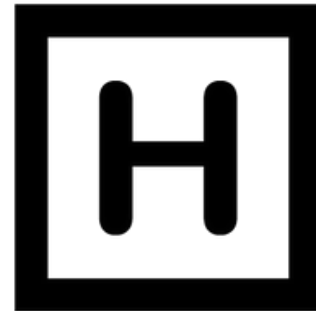
Warrior



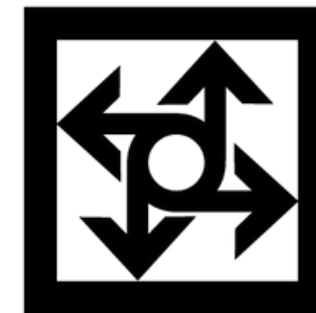
Survivalist



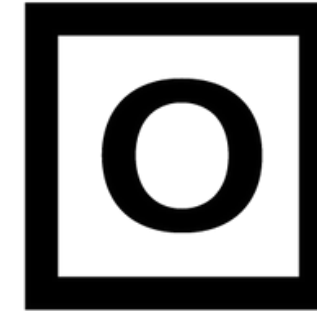
Happy Denier



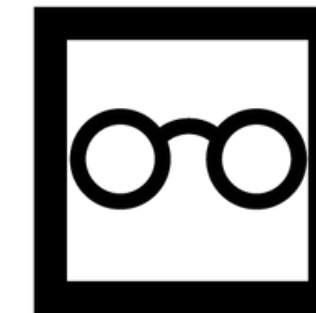
Deflector



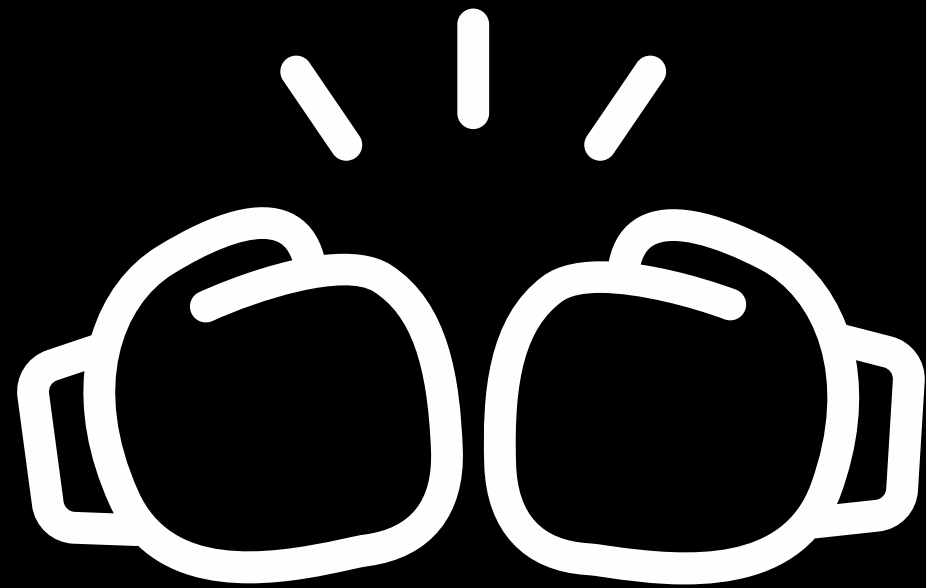
Obsessor



Professor



FIGHT



FLIGHT



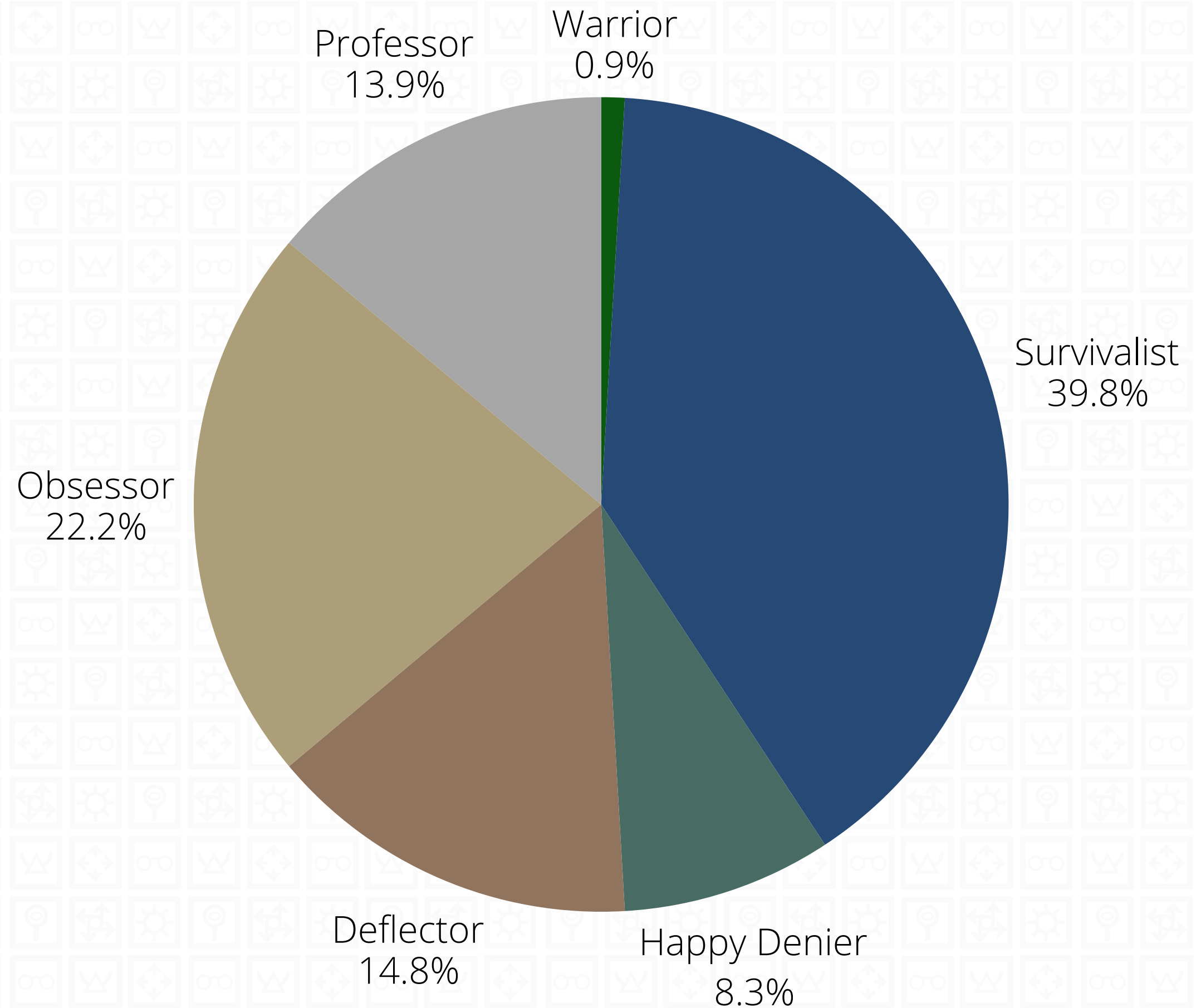
FREEZE



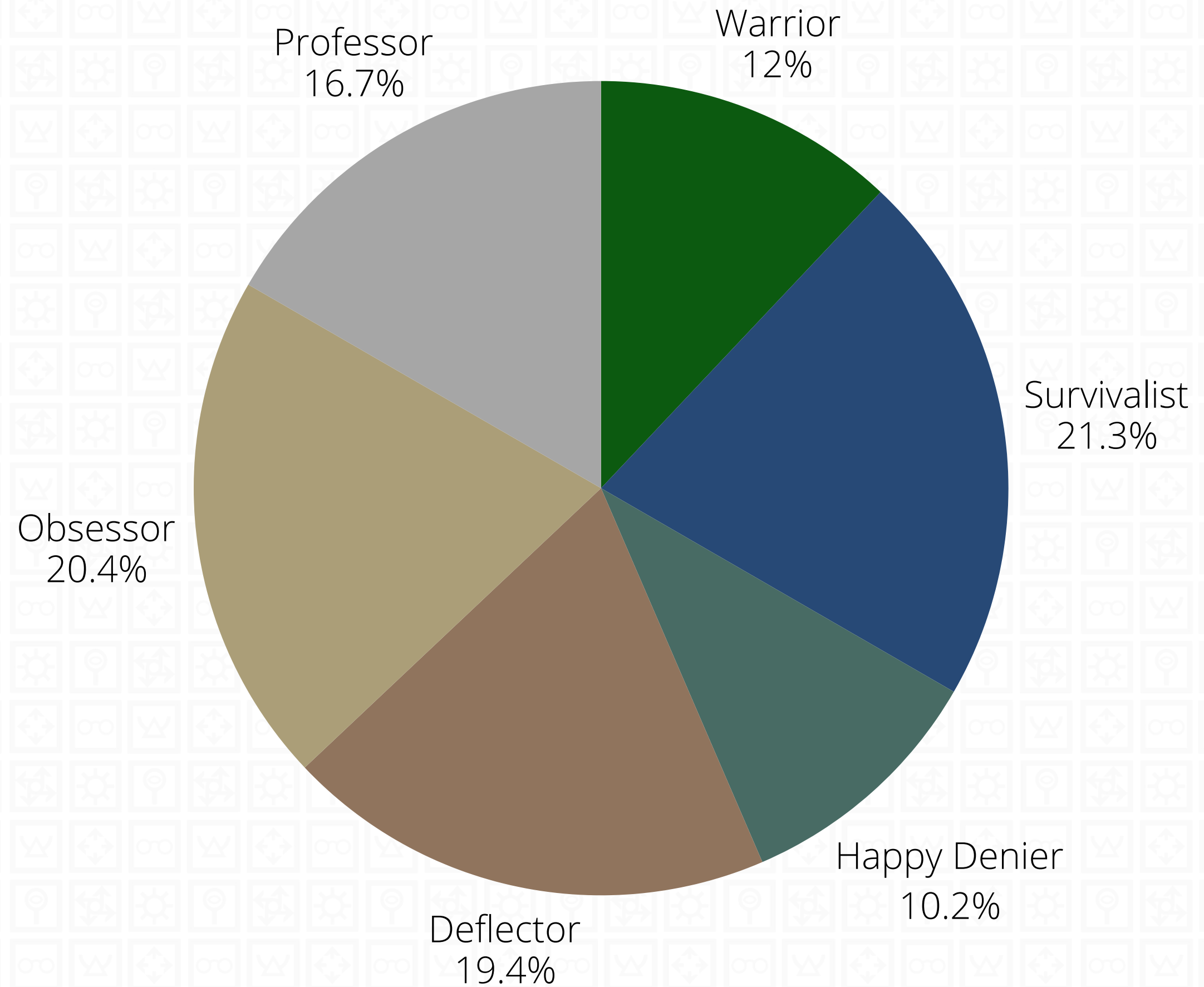
Archetype Summary

Warrior	Intense. Charismatic. Passionate.
Survivalist	Solution Driven. Intellectualizer.
Happy Denier	Peace Keeping. Positivity Driven.
Deflector	Charming. Redirecting.
Obsessor	Contemplative. Selectively Ruminating.
Professor	Depth & Knowledge Driven. Focused.

Terryberry Primary Archetypes

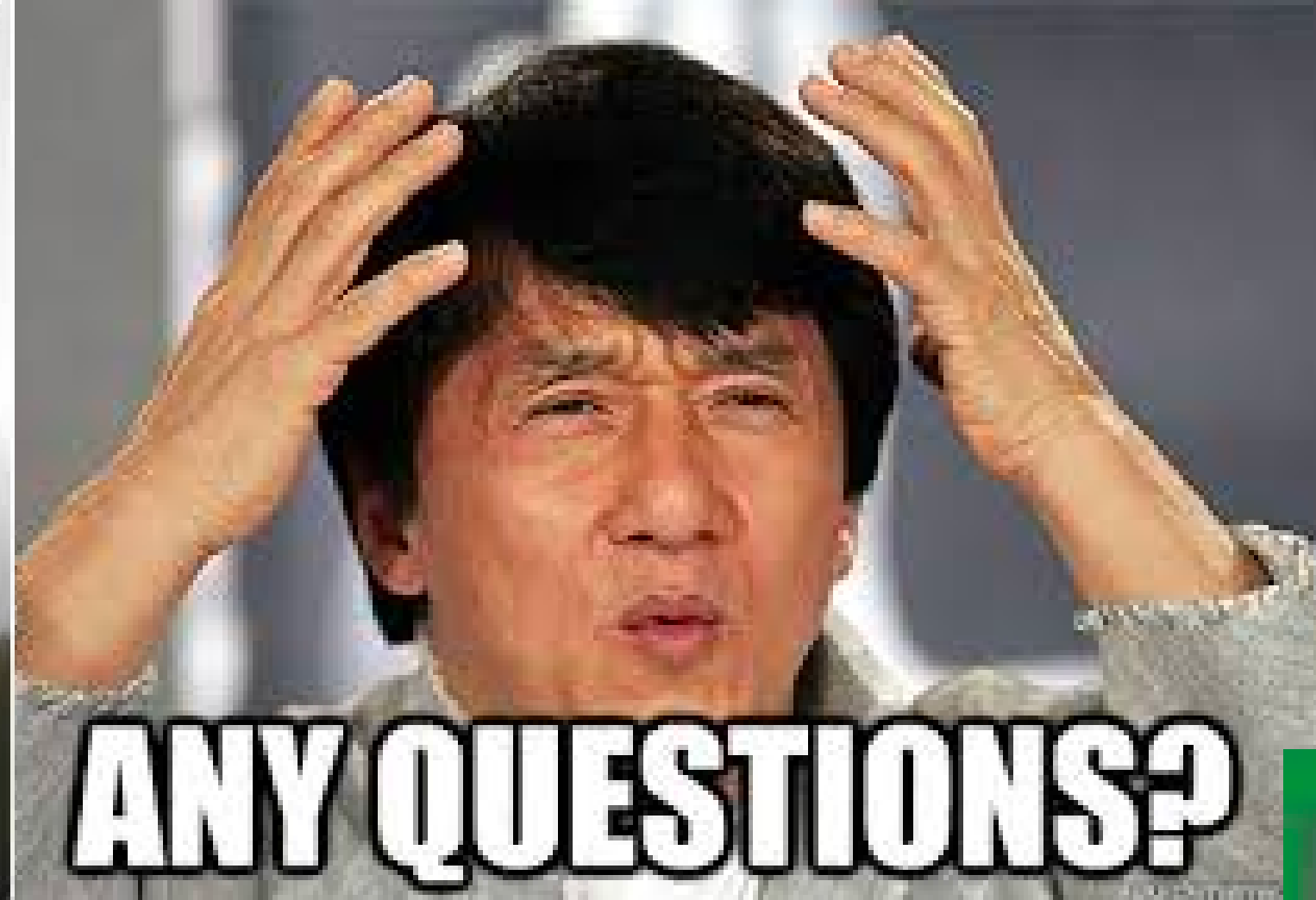


Terryberry Secondary Archetypes



BRACE YOURSELF

QUESTIONS ARE COMING



ANY QUESTIONS?

ANY QUESTIONS

DO YOU HAVE?

memegenerator.net

**WHAT IF I TOLD
YOU**

**THERE ARE NO STUPID QUESTIONS
IN THIS PLACE**

memegenerator.net

YA'LL GOT ANY



QUESTIONS?

**NOT SURE IF MY PRESENTATION WAS
SO GOOD NO ONE HAD ANY QUESTIONS**



**OR NO ONE WAS PAYING
ATTENTION**

TODAY

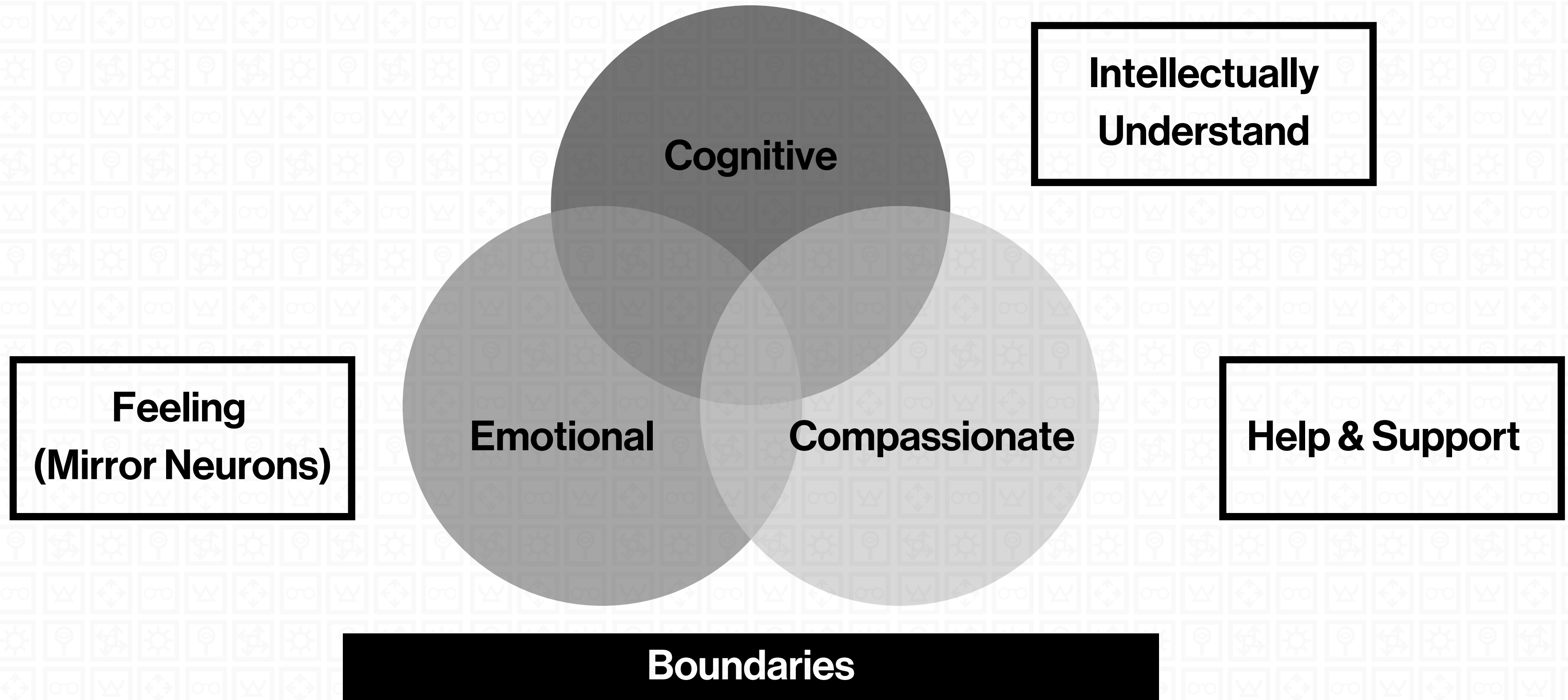


WISDOM BOMB

**"An expectation unarticulated is a
disappointment guaranteed."**

- Rachel Pacheco, Bringing Up the Boss

Leadership & Empathy



TACTICAL EMPATHY

**“is not about agreeing with the other person’s values and beliefs or giving out hugs....
it is trying to understand a situation from another person’s perspective.”**

- Chris Voss, Never Split the Difference

Framing Assumptions



**People Want
to Succeed**



**People are
Capable of Doing
the Job**

Framing Assumptions

(Totally Made Up Percentages)

Bottom
10%

The Vast Majority
70%

Top
20%

Expectations 101 (Tactical)

What is the definition of done?

- What, specifically, will we have in the end?
- Do you have other/similar projects to share as examples?

What does success look like?

- What are we trying to achieve with this work?
- What are the outcomes?
- What defines success for this activity or deliverable

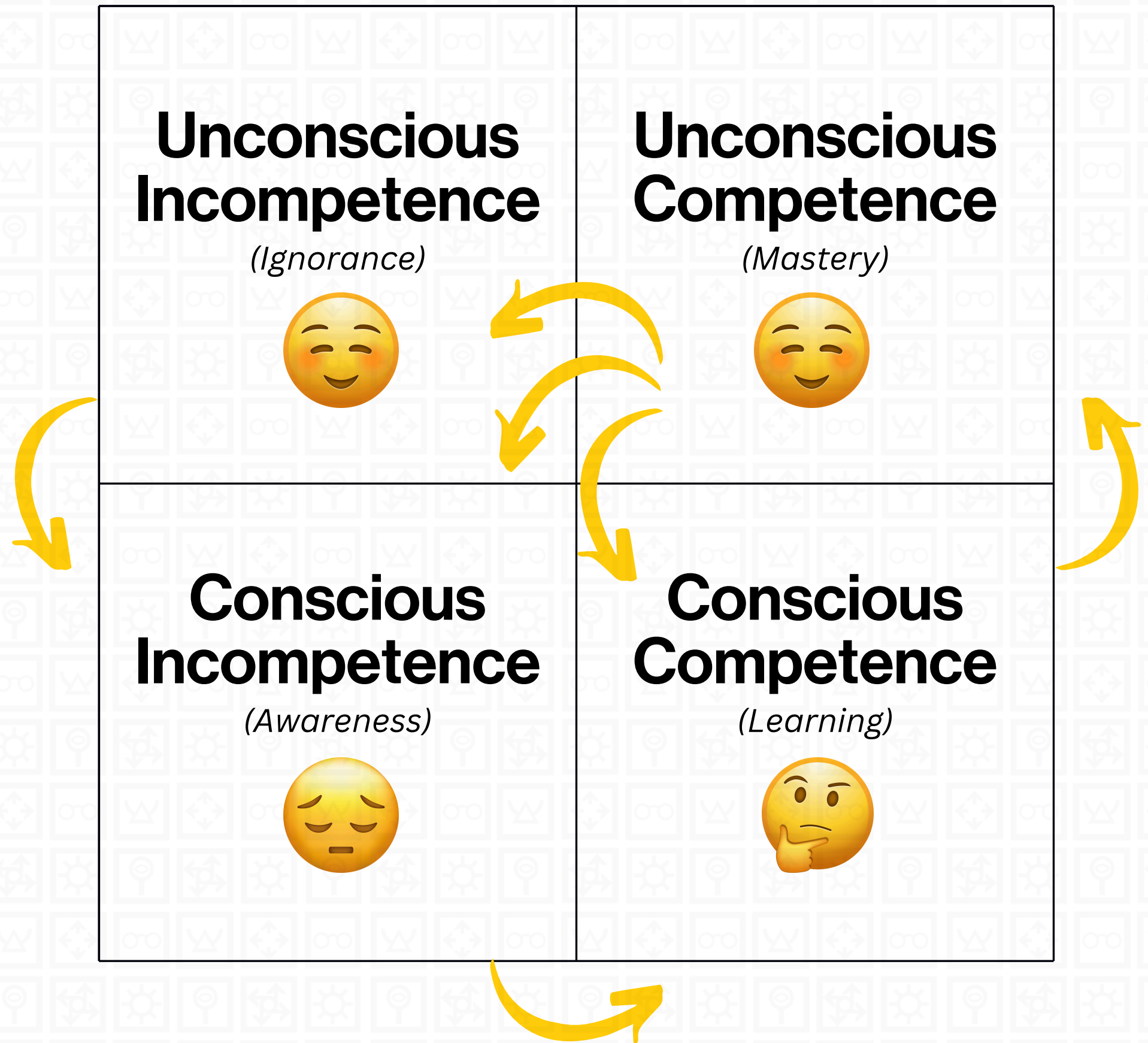
When is it due?

- By when do you need this?
- For really real.
- No, seriously. For real.

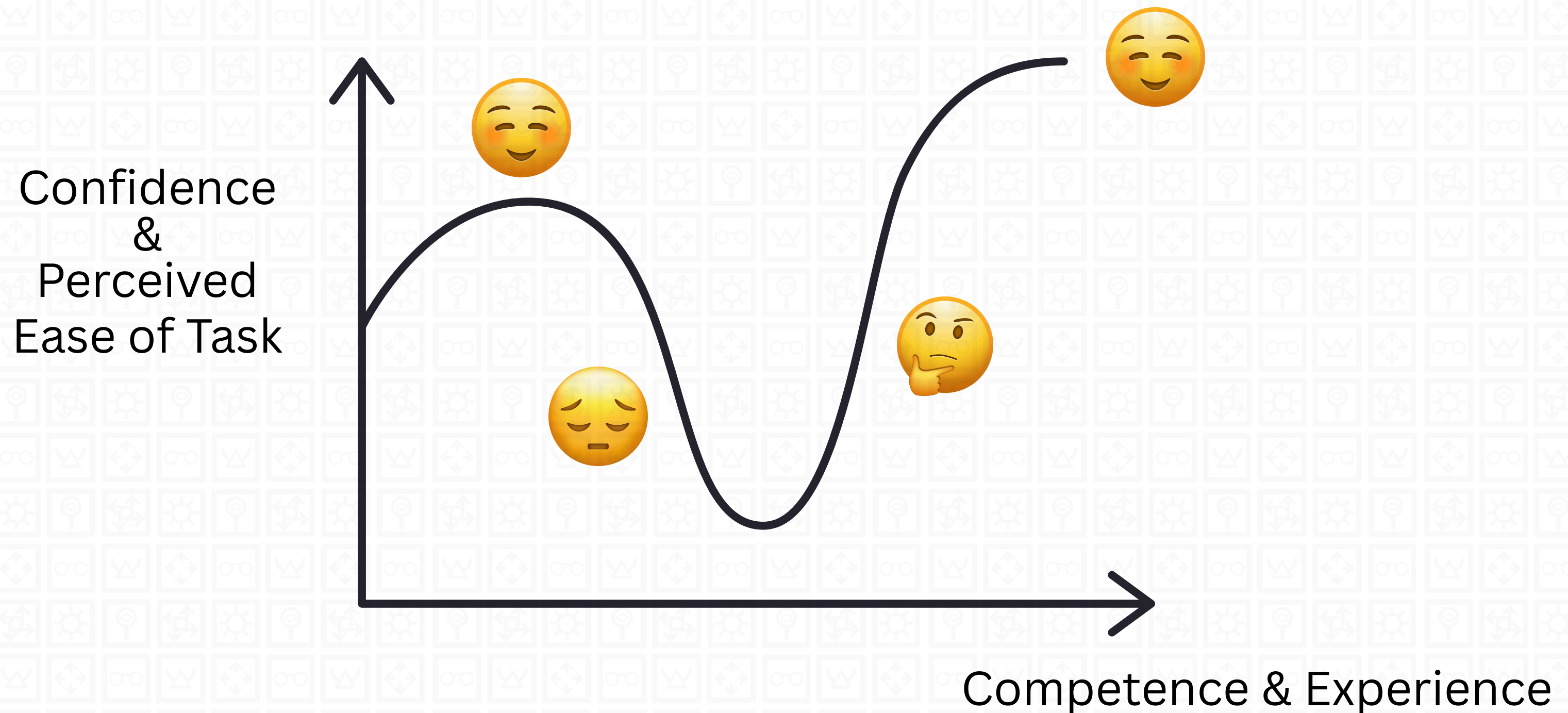
When will we collect feedback?

- At what points do you want to be looped in for feedback?
- What other perspectives or teams do you expect to be included in said feedback?

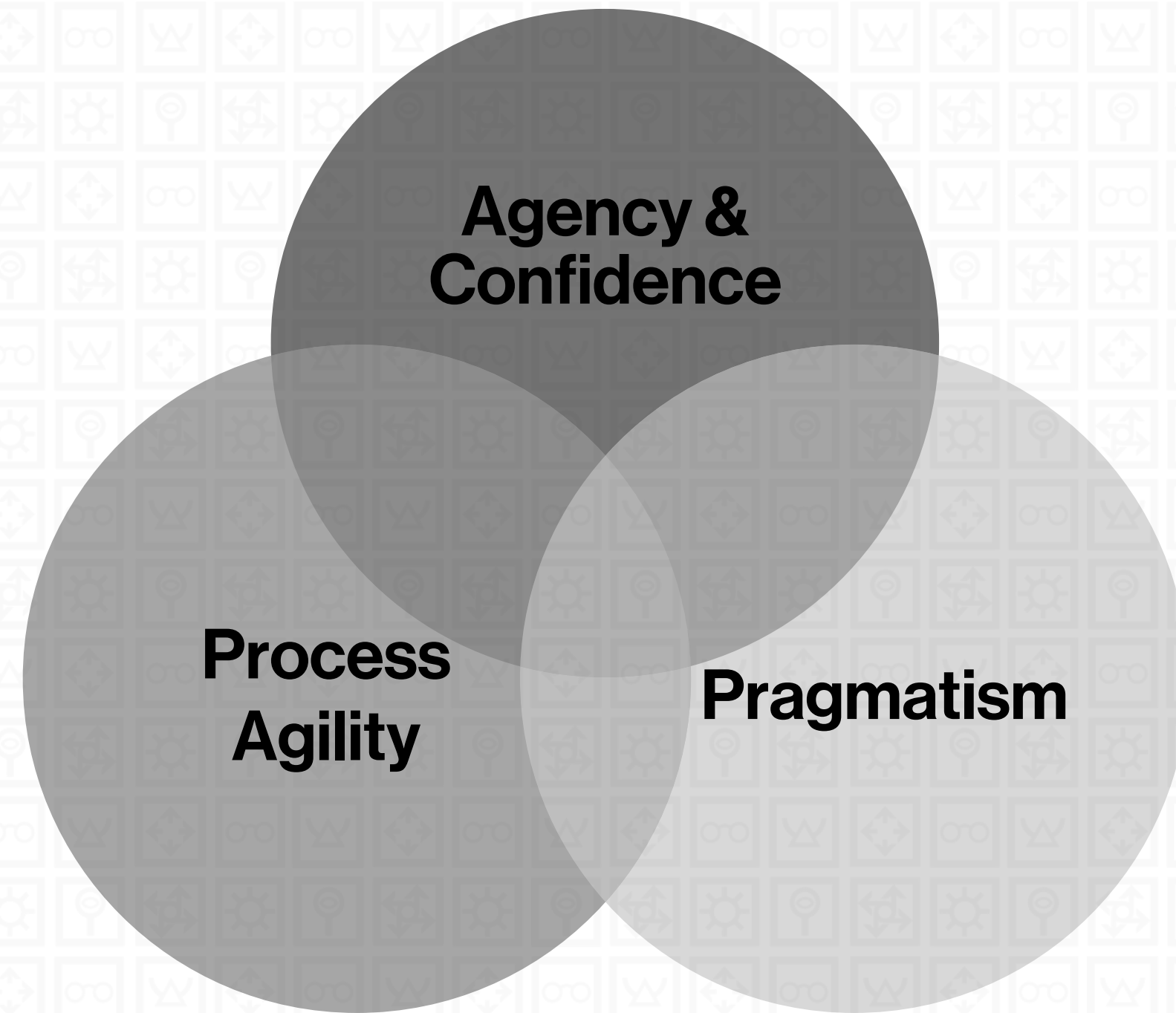
The Four Stages of Competence



The Four Stages of Competence + Dunning-Kruger Effect = 🤪

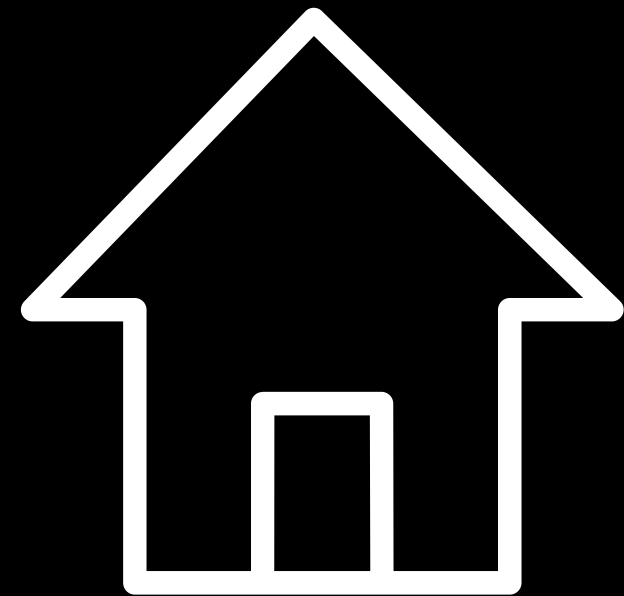


Leadership & Expectations

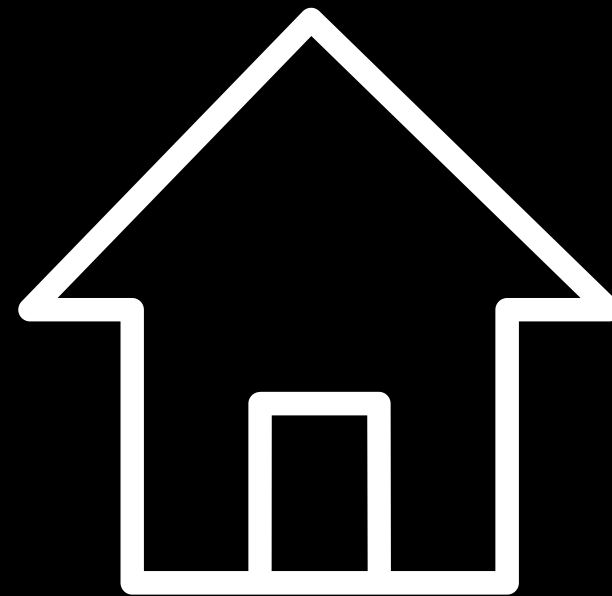
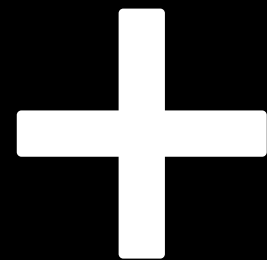


Tendencies & Experience

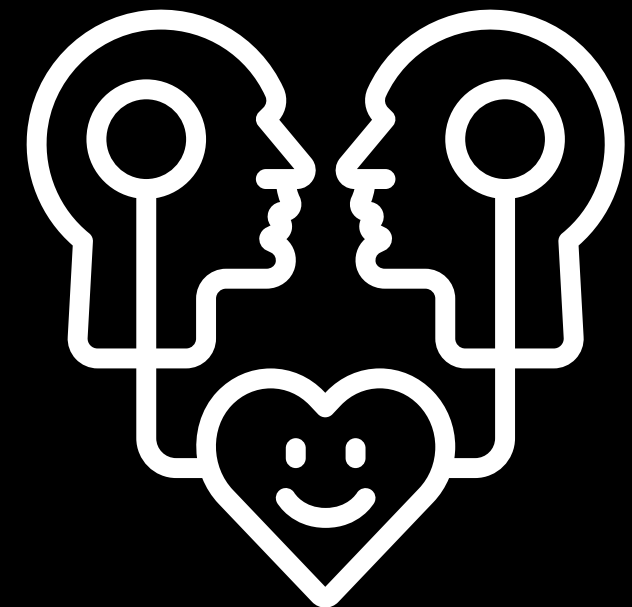
The Human Equation



Owning My Side

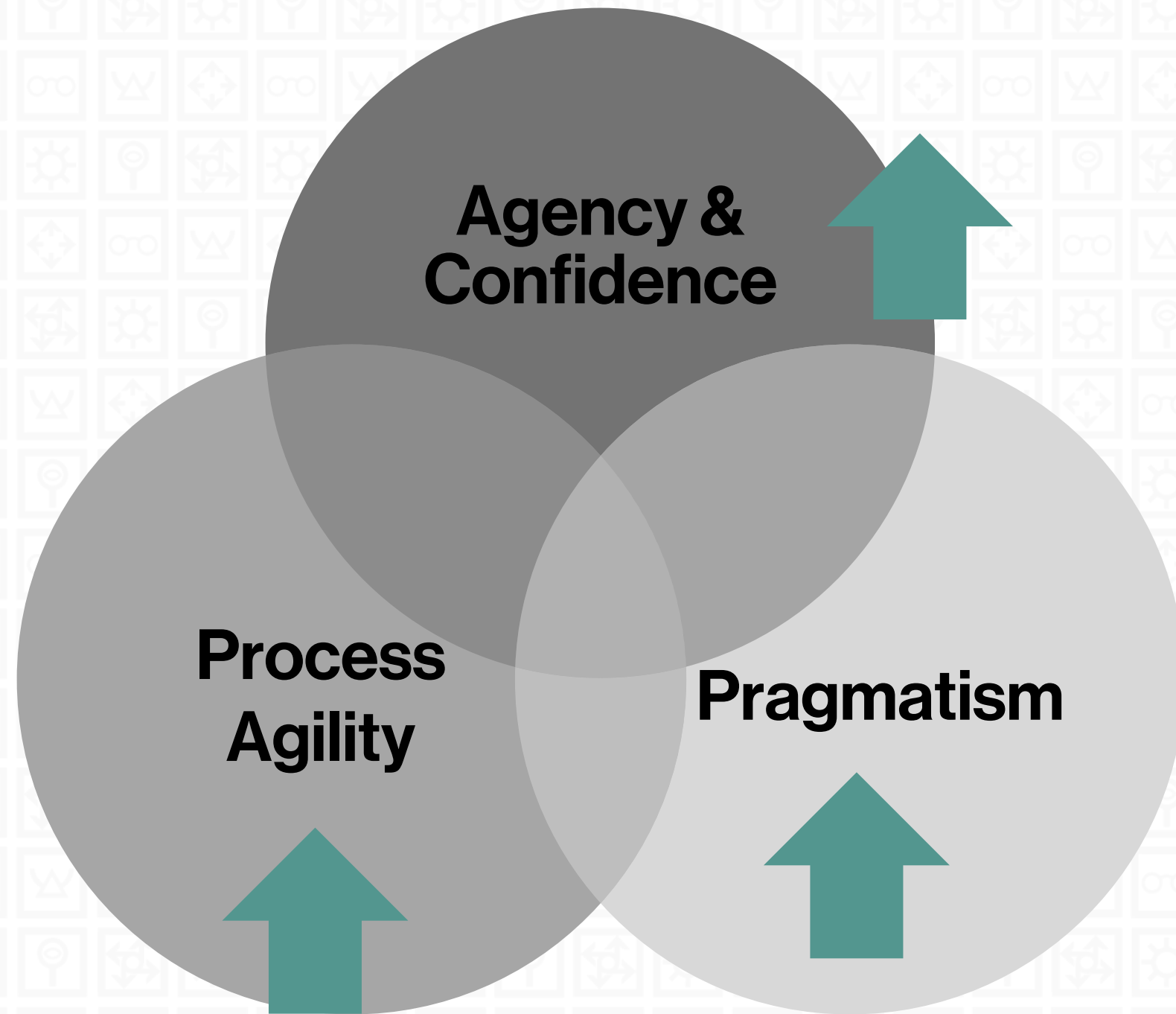


**Inquiring About
Your Side**



**Empathic Clear
Expectations**

Owning My Side of the House



- I like to put my direct reports in the driver's seat (process agility)
- I assume they will ask questions (agency) if they have any.
- I love 95%



Example: Anna & Expectations



Inquiring About Your Side of the House

- I would love to know more about how you best receive information & instruction.
- What about what I have shared with you works for how your brain works? and WHY? (harmony!)
- **What about it might be challenging? and WHY.**



Example: Picking Apart Anna



QUESTIONS?

I KNOW ONE OF YOU OUT THERE HAS ONE!

NOW I WILL TAKE YOUR QUESTIONS.

I LOVE QUESTIONS

QUESTIONS ARE MY FAVORITE

QUESTION.

YOUR QUESTIONS

I DON'T ALWAYS ASK QUESTIONS

GIVE THEM TO ME NOW

BUT WHEN I DO, THEY ARE OPEN-ENDED

TODAY

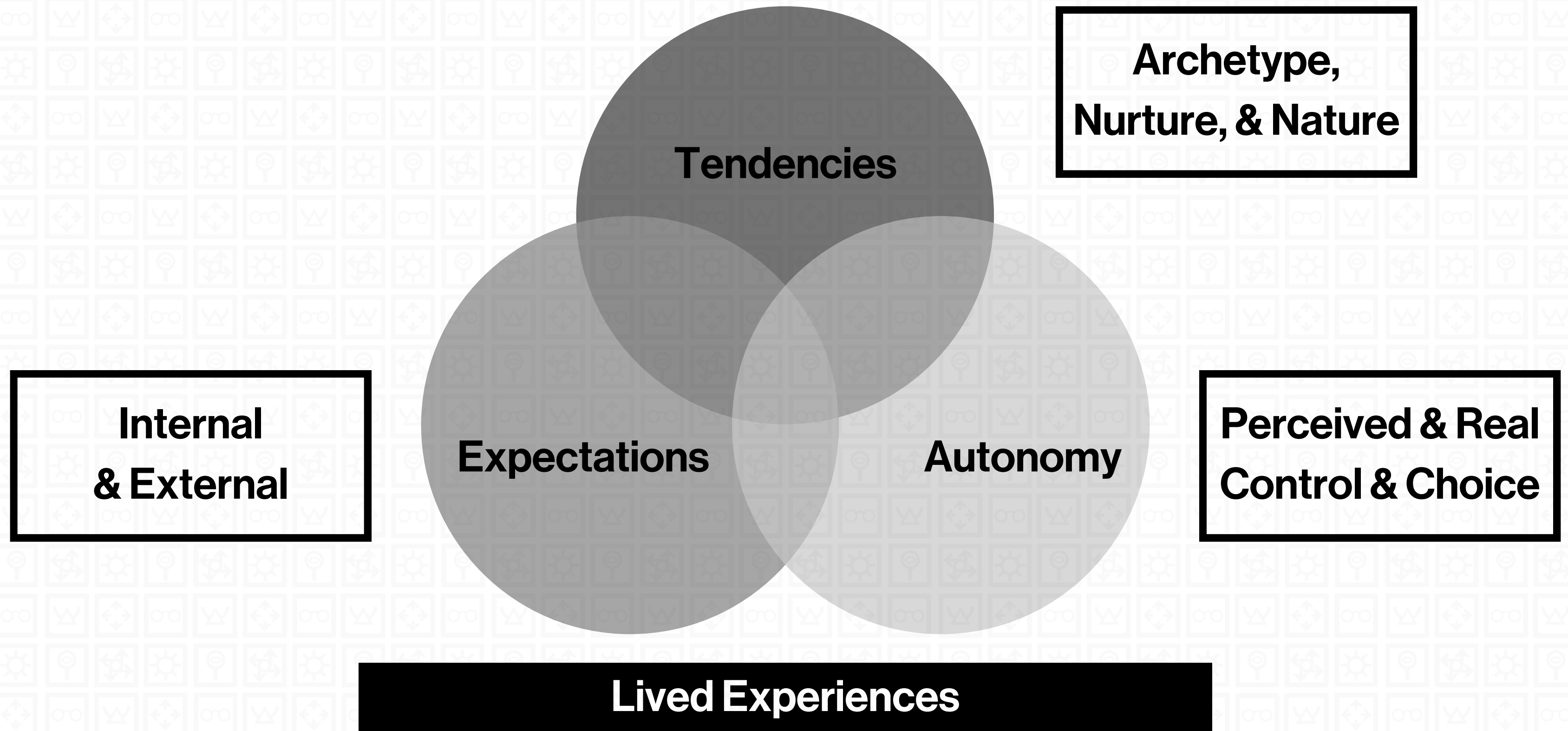


DELEGATION & RISK

“Delegation requires the willingness to pay for short term failures in order to gain long term competency.”

-Dave Ramsey

Failure & Risk Framework



THE BIG PICTURE



Understanding
ME
(self)

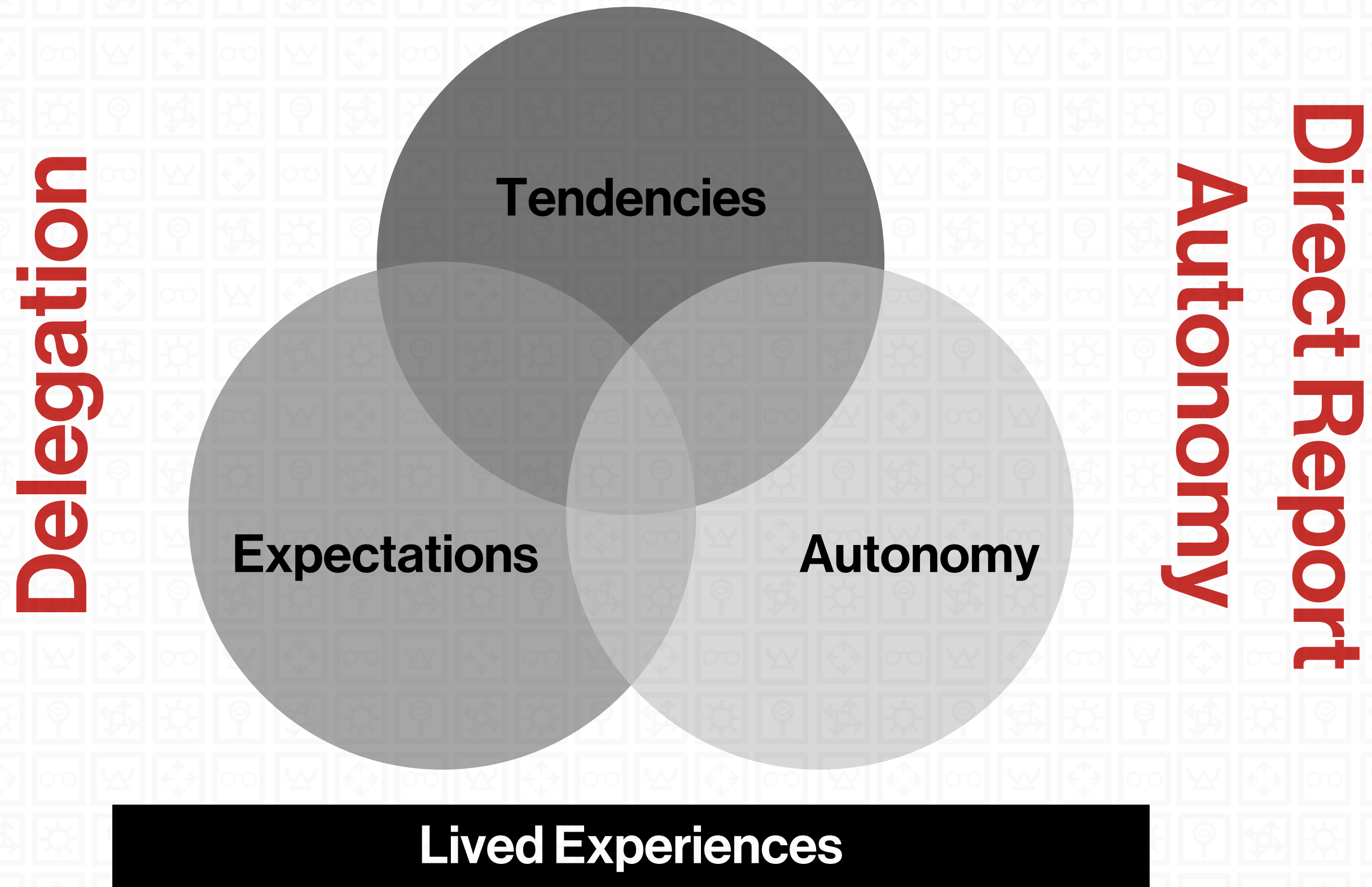


Understanding
YOU
(others)



Understanding
US
(interactions)

Failure & Risk Framework



TODAY



DELEGATION & RISK

Looks Like / Sounds Like

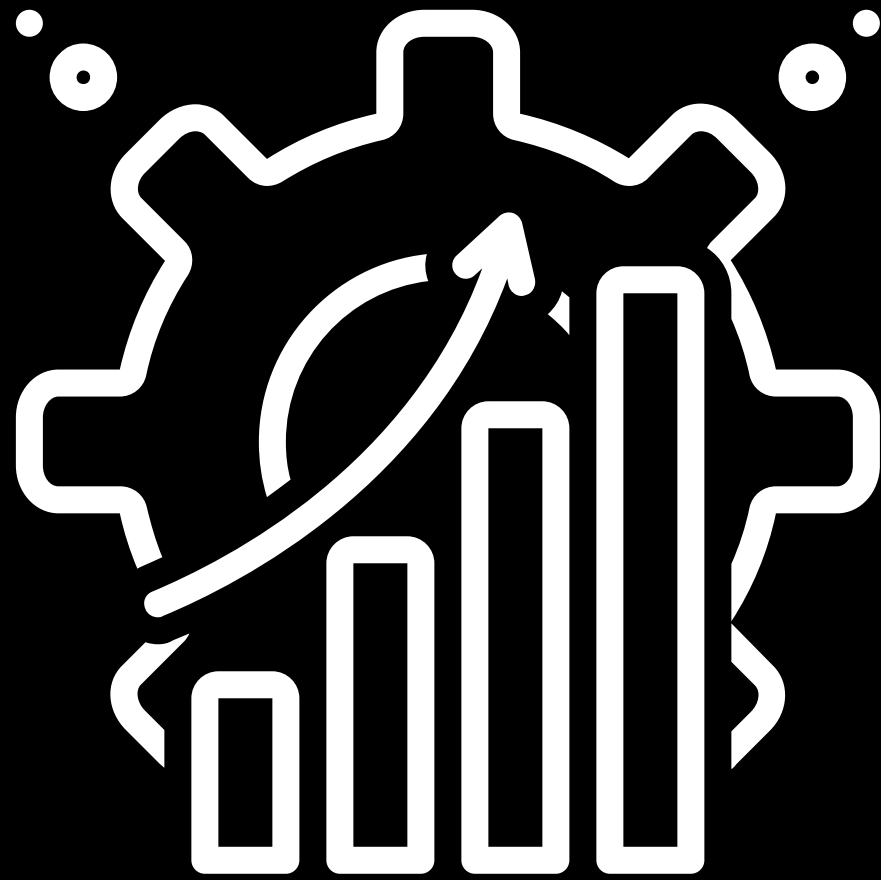
If I am not actually doing the work, what value am I adding?

I can do this task better & faster than anyone else.

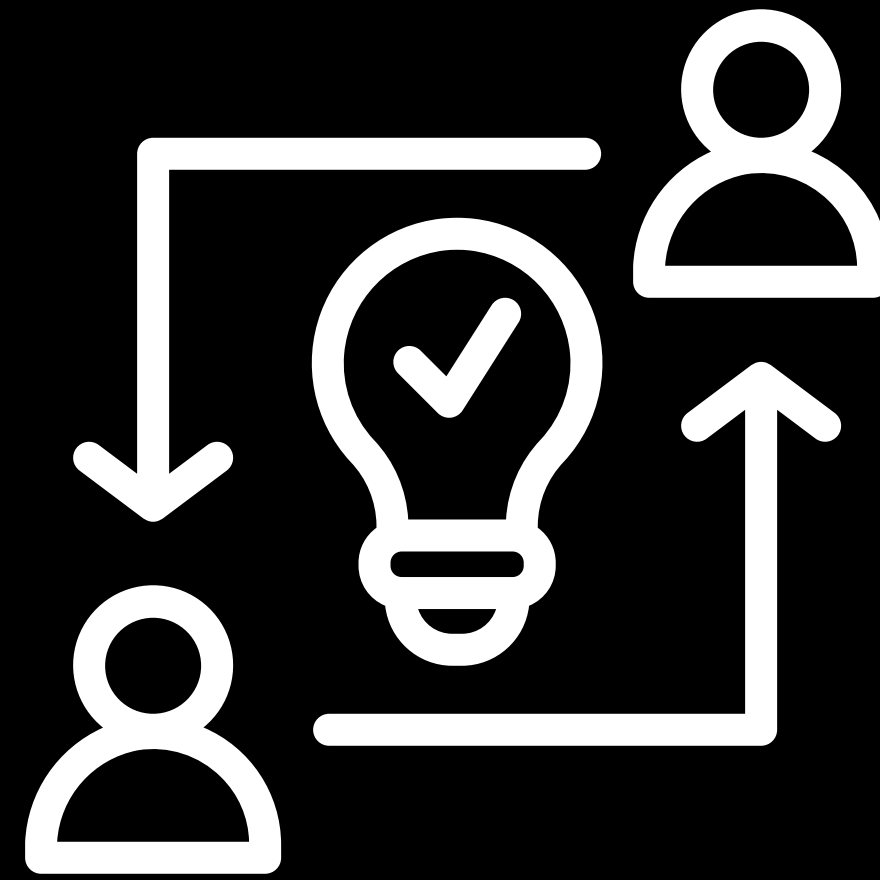
I can't afford to have someone mess this up, so I need to do it myself.

I waited too long, and now I don't have time to delegate this.

WHY DELEGATE?

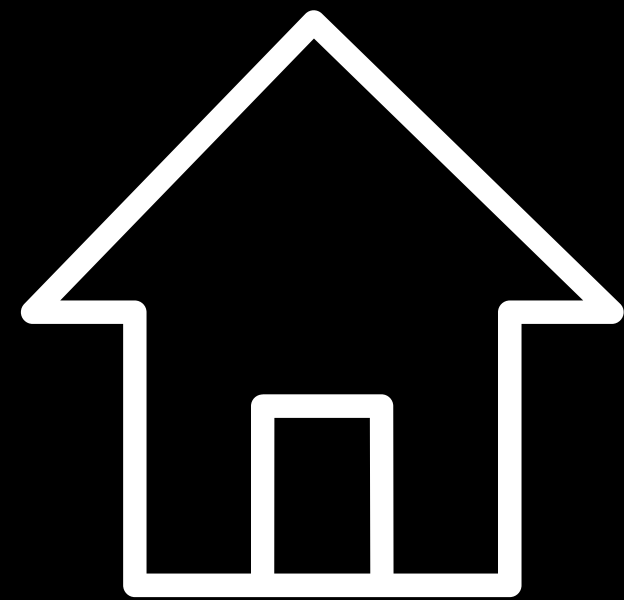


Efficiency

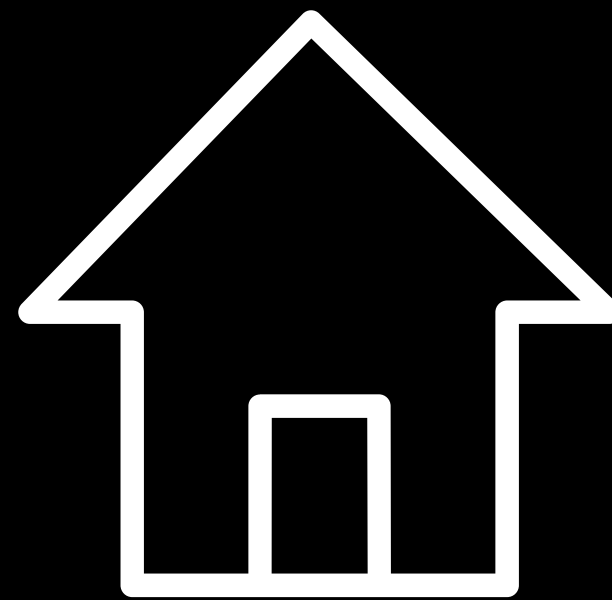
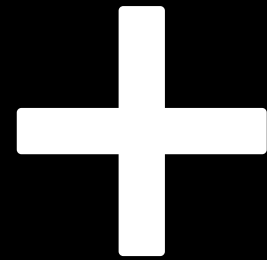


Coaching/Development

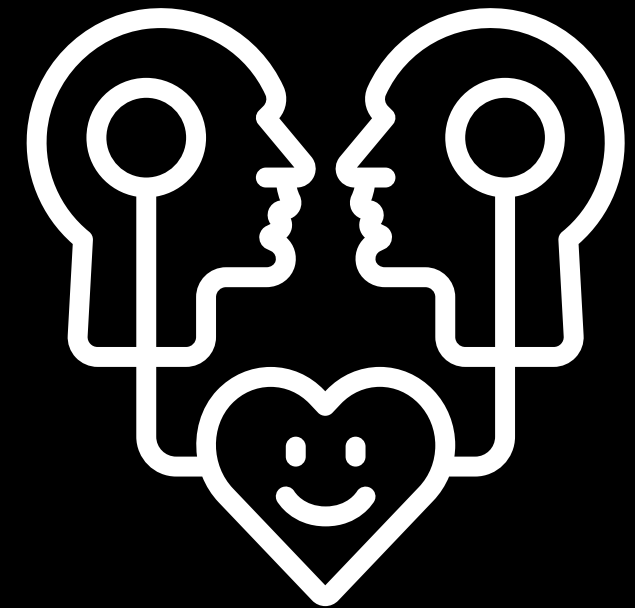
The Human Equation of Expectations



Owning My Side



**Inquiring About
Your Side**



**Empathic Clear
Expectations**

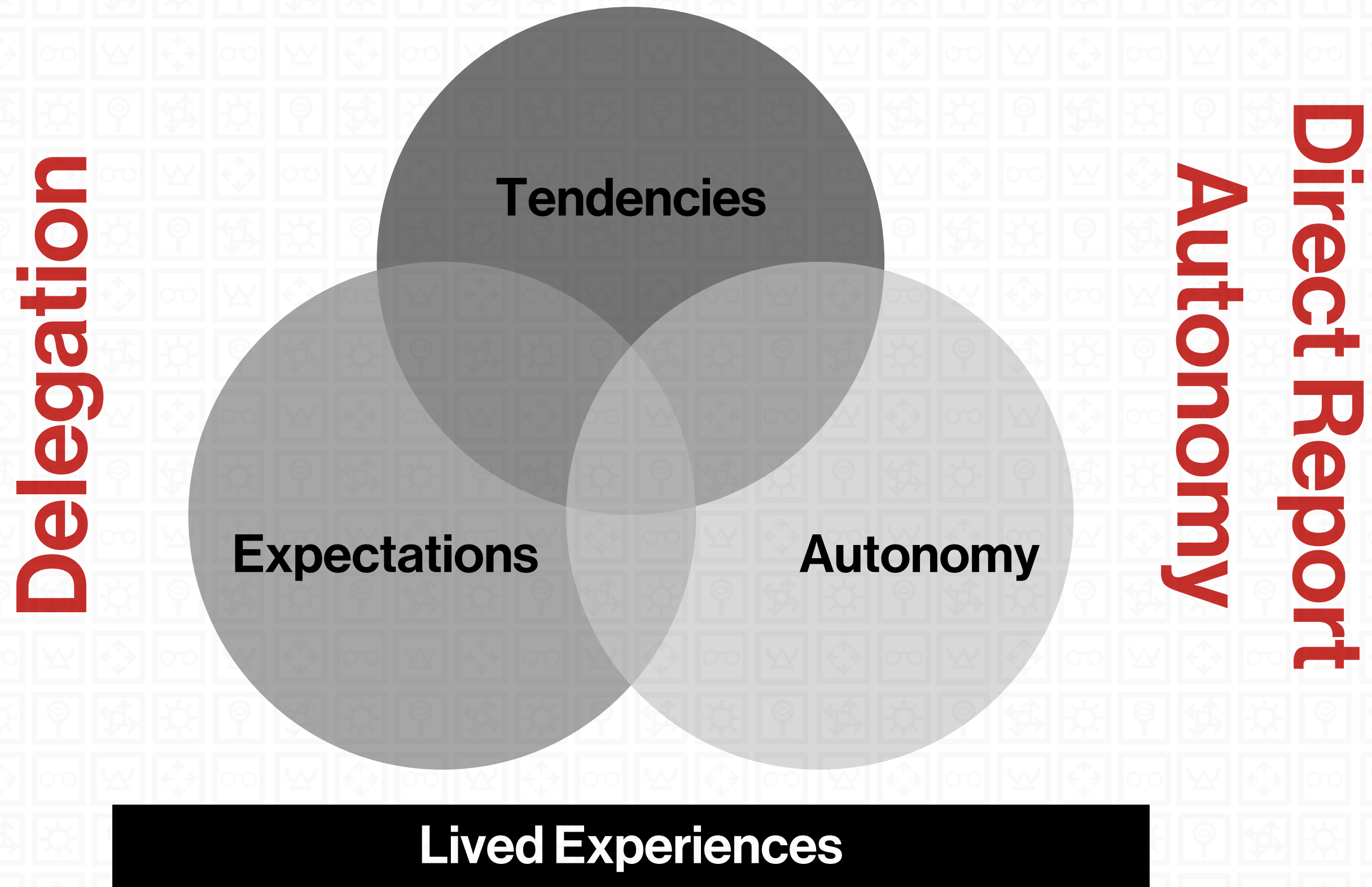
Understanding Me: As the Delegat-OR



Understanding
ME
(self)

- What are your tendencies when it comes to delegating?
- Where is your **growing edge** as it relates to delegating? (ie: What personal crap around **risk & control** do you have to reconcile so that you can be a better delegator & leader?)

Failure & Risk Framework



AUTONOMY

Looks Like / Sounds Like

**Why are they waiting to
be told what to do?**

**Why do I care more
about their job than
they do?**

**Did you Google it/
talk to your colleagues/
freaking TRY to figure
it out?**

**Can't they make some of
these decisions
themselves?**

Understanding Others



Understanding
YOU
(others)

- Think of your direct reports
- Consider how their tendencies impact their "risk tolerance" as it relates to confidence & autonomy



Understanding
ME
(self)

**1-Broad
Strokes**

**10-Fastidious
Detail**



Understanding
YOU
(others)

**1-Broad
Strokes**

**10-Fastidious
Detail**



Expectations, Delegation, & Autonomy



Understanding
ME
(self)

- What are my tendencies when I give expectations?
- How comfortable am I with delegation?
- How does my definition of failure impact these things?



Understanding
YOU
(others)

- Think of a specific direct report (Proactive Paula or Hesitant Harry)
- Consider that person's archetype/tendencies. What does that person need to feel confident and autonomous?

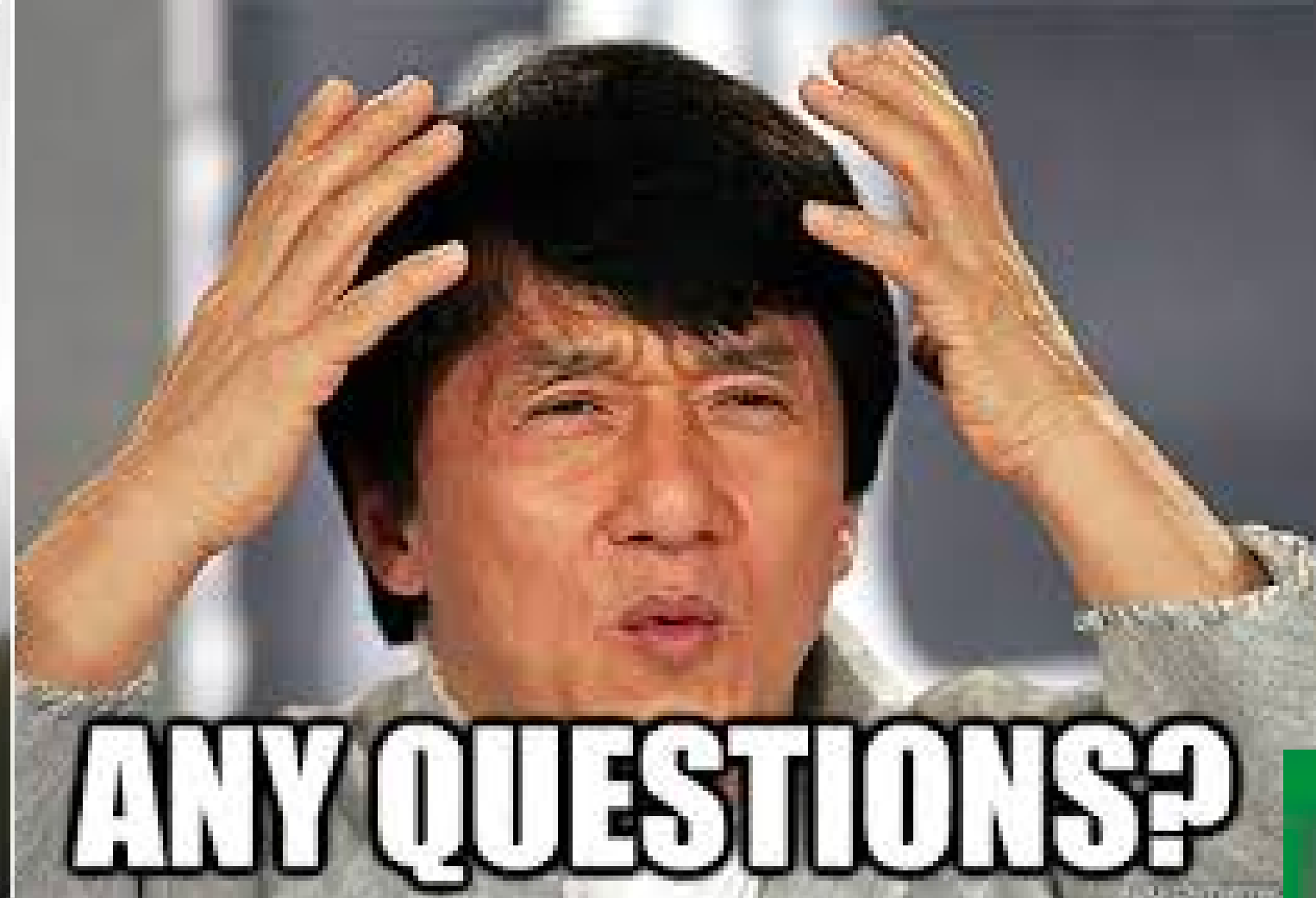


Understanding
US
(interactions)

- How can you adjust how you set expectations/give information to your direct report
- How can you coach your direct report to proactively seek out what they need?

BRACE YOURSELF

QUESTIONS ARE COMING



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ANY QUESTIONS

DO YOU HAVE?

memegenerator.net

**WHAT IF I TOLD
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memegenerator.net

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**OR NO ONE WAS PAYING
ATTENTION**

HELLO
MY NAME IS

Anna Baeten

anna@humansolutiongroup.com

calendly.com/annabaeten

www.humansolutiongroup.com

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