EXPECTATION RESET CANVAS

Name the gap, understand the context, and reset the agreement.

01

NAME THE GAP

EXPECTED STANDARD

What specific standard or agreement should be met?

OBSERVABLE RESULT

What did you directly observe?

FREQUENCY OR PATTERN

When and how often has the gap occurred?

IMPACT

What effect has this had on work, people, or customers?

02

UNDERSTAND THE CONTEXT

WHAT I MAY BE ASSUMING

What motive, capability, or priority might you be guessing at?

WHAT REMAINS UNKNOWN

What do you genuinely need to ask?

OBSTACLES OR UNCLEAR EXPECTATIONS

What process, capacity, skill, or clarity issue may be involved?

SUPPORT ALREADY PROVIDED

What feedback, resources, or clarification has already been offered?

03

RESET THE AGREEMENT

REQUIRED STANDARD

What specifically must happen going forward?

ACTIONS AND SUPPORT

What will each person do, and what support will be provided?

OWNER AND CHECK-IN DATE

Who owns each action, and when will you review progress?

BOUNDARY OR NEXT REVIEW

What formal process, escalation, or decision may follow?

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