

HalMacomber

The Project Reformer's e-Tip of the Week

022: Expectations Breed Results

Our frame of reference shapes how we see the world and therefore what is possible for us and those people with whom we interact. This is known as the Pygmalion effect.

Treat your staff like adults and they will act like adults. Treat your staff like children and they will act like children.

- Clarke Ching, [I think not, baby puppy](#)

Team mates and colleagues respond to our signals of how we see them. A generous expectation is an invitation for others to do well. However there are plenty of people around us who see the dark side everywhere they look.

Everyone looks like a snake to the dedicated snake hunter.

- David Schmaltz, [Project Community](#)

While there might be a little larceny in each of us, project teams don't need no snake hunters. We only need to exercise prudence when we place our trust in each other.

Granting trust engenders trustworthiness.

- Hal Macomber, [The Project Leaders' Studio™](#)

Have a conversation with your team about the expectations you have for each other, your partners, and your customer. Choose a frame of reference that will allow people to grow into their ambitions for themselves.

Thanks go to Clarke Ching for suggesting this Project e-Tip

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