



JOB AID

EXPECTATION-SETTING FRAMEWORK

Prevents misalignment before it starts.

Use When

Assigning work or explaining delays.

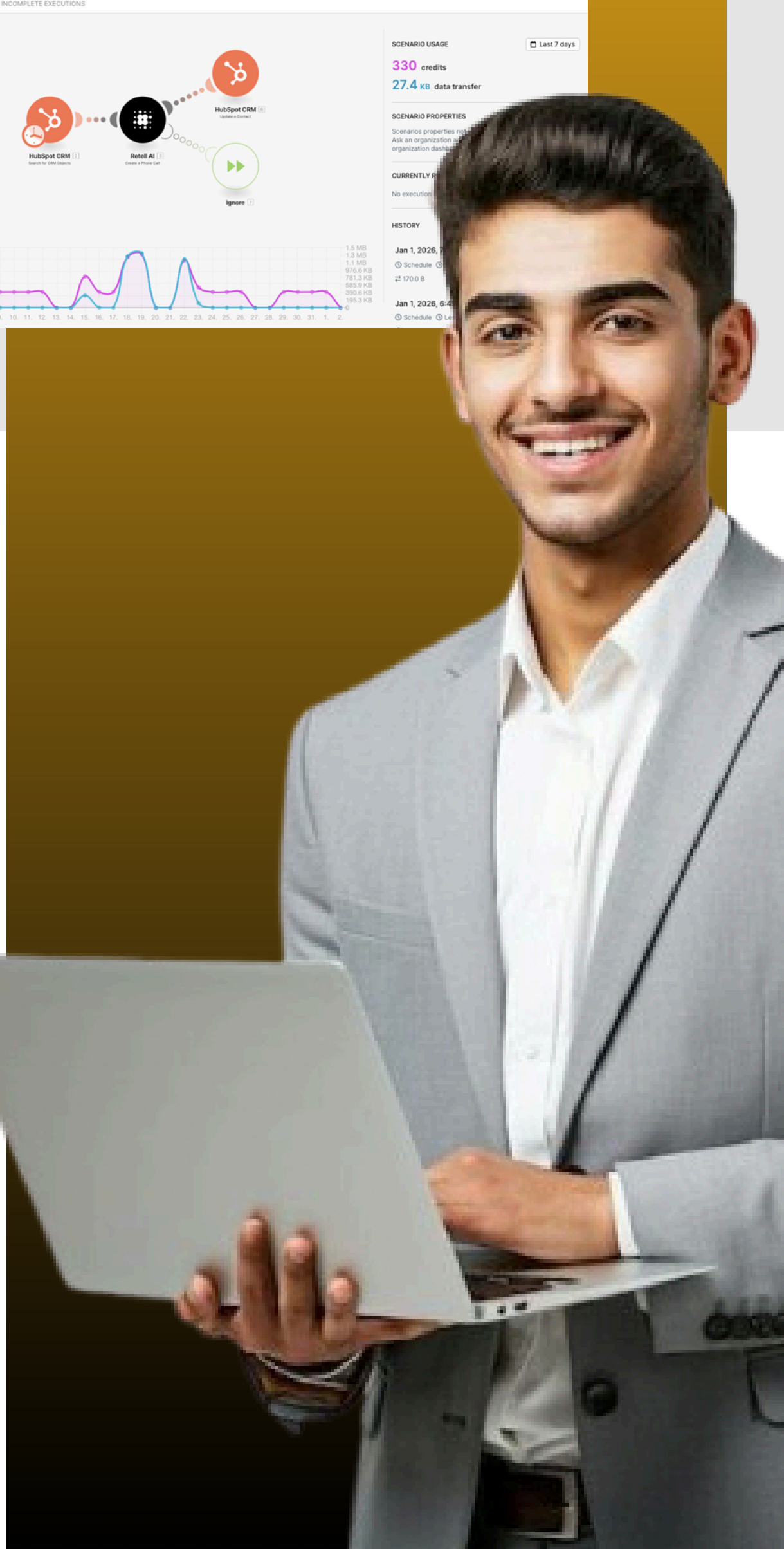


Include

- What will happen
- When it will happen
- What happens next

Key Reminder

Explicit beats implied.



Key Reminder

Certified VAs follow systems. Clear systems create reliable results.

