

AGENT:  
COACH/TEAM LEADER:  
DATE:

Expectations Conversation

1. HONESTY EXPECTATIONS

On a scale of 1-10, with 10 being completely candid, how honest do you want me to be with you \_\_\_\_?

What does that mean to you? Give me an example of when someone was that honest with you?

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On a scale of 1-10, we want you to be honest with us at a level of 10.

What that means to me is:

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2. WIN/LOSE EXPECTATIONS

How does somebody win with you?

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Here's how somebody wins with me:

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How does somebody lose with you?

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Here's how somebody loses with me:

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### 3. JOB STANDARDS EXPECTATIONS

Here are the standards you must meet in performing your job:

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What are your thoughts and/or concerns?

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### 4. ACCOUNTABILITY EXPECTATIONS

Accountability is a very important aspect of working here. Here is how you'll be held accountable and why:

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What are your thoughts and/or concerns?

Signed:

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Agent

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Coach/Team Leader