

# Managing Expectations in ACE

## WHY DOES IT MATTER?

UNMET EXPECTATIONS ARE A LEADING REASON WHY MENTOR RELATIONSHIPS END PREMATURELY. WHEN EXPECTATIONS ARE MANAGED FROM THE OUTSET, MENTORS AND PARTICIPANTS ARE MORE SATISFIED WITH THEIR EXPERIENCES AND HAVE MORE POSITIVE OUTCOMES. TAKING THE TIME TO MANAGE MENTOR AND STUDENT EXPECTATIONS IS CRUCIAL TO HAVING A FUN AND REWARDING ACE TPP EXPERIENCE!

EXAMPLE: YOU EXPECT YOUR MENTEE TO REACH OUT WHENEVER THEY HAVE A QUESTION. HOWEVER, YOUR MENTEE EXPECTS YOU TO CHECK IN OCCASIONALLY TO ASK IF THEY NEED SUPPORT. WITHOUT ALIGNING THESE EXPECTATIONS, YOU AND YOUR MENTEE MAY NEVER CONNECT SINCE YOU BOTH WAITING FOR THE OTHER!

## Top tips to help manage expectations

1. DISCUSS EXPECTATIONS AT THE BEGINNING OF THE YEAR
2. USE CLEAR LANGUAGE IN YOUR EXPECTATIONS AND DEFINE AMBIGUOUS TERMS
3. SET HIGH EXPECTATIONS FOR EACH OTHER, BUT KEEP THEM REALISTIC TOO
4. BE PATIENT WITH YOUR MENTEE AND REWARD PROGRESS
5. BE FLEXIBLE...CHANGES MIGHT REQUIRE ADJUSTMENTS TO EXPECTATIONS
6. REMEMBER...GOALS AND EXPECTATIONS ARE DIFFERENT
7. TRUST DEVELOPED OVER TIME OFTEN DRIVES A MENTEE TO WANT TO EXCEED EXPECTATIONS
8. REVISIT EXPECTATIONS THROUGHOUT THE YEAR
9. COMMUNICATION IS KEY TO AVOIDING MISALIGNED EXPECTATIONS
10. IF YOU'RE GETTING FRUSTRATED BY UNMET EXPECTATIONS, TALK TO YOUR MENTEE AND REACH OUT TO ACE

### PUTTING IT TO WORK...

SINCE YOU DISCUSSED EXPECTATIONS WITH YOUR MENTEE AT THE BEGINNING OF THE YEAR, YOU BOTH KNOW HOW OFTEN YOU WANT TO MEET, AS WELL AS PREFERRED COMMUNICATION METHODS. NOW THAT YOU ARE MEETING REGULARLY, YOUR MENTEE STARTS FEELING MORE COMFORTABLE REACHING OUT FOR SUPPORT. YOU ENJOY BEING A RESOURCE AND ARE EXCITED TO CONNECT MORE OFTEN. AS A RESULT, YOU AND YOUR MENTEE REMAIN ENGAGED AND COMMITTED BECAUSE EXPECTATIONS ARE MET AND YOU BOTH ENJOY THE EXPERIENCE MORE!



Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Expectations Questionnaire

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How often do you want to meet (either in person or virtually)?

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What is your preferred communication method (email, text, phone call, virtual meetings)

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What is one goal you have for this year to help you maintain your ACE career path

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What do you hope we discuss this year?

- Academic success
- Course Selection
- Internship process
- Interview Tips

5

How can I best support you as your mentor?

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Let them know what you want from them (i.e. if you're going to miss a meeting, please let me know and suggest a better time; come to meetings with questions, etc.)

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