

Four Key Terms to Create *Clarity* and Reduce *Conflict*

Understand the *difference*

Your Responsibility

Boundries

What I will and will
not do.
I am responsible
for enforcing them.



Standards

What I hold for
myself and allow
for in others.
You decide what
you allow



Rules

Non-negotiables
with consistent
consequences.



Expectations

What I expect
others to
deliver. Clear,
specific, time
bound.



What you communicate to *others*

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