

Expectations, Facts, and Interpretations

Consider a performance issue that you need to address. Record the expectations, related facts / observations and perceptions / interpretations. Are your perceptions / interpretations worth sharing? Will they invite conversation or shut it down?

Expectations	
Facts / Observations	
Perceptions / Interpretations	
Are Perceptions Worth Sharing?	

Examples:

Expectations	I was expecting the reports would be submitted on Monday.
Facts / Observations	The reports were submitted on Tuesday.
Perceptions / Interpretations	I believe that you are lazy.
Are Perceptions Worth Sharing?	No, this is a judgement. There could be many reasons the reports were submitted later than expected

Expectations	The expectation for our team is that everyone is treated with respect.
Facts / Observations	I observed you swearing at one of your team members at the team meeting.
Perceptions / Interpretations	I think that swearing at someone is not treating them with respect.
Are Perceptions Worth Sharing?	Yes, it clarifies how you believe the swearing connects to the expectation of respect.