

**Great Expectations.** These often exist when two teams come together to achieve a goal bigger than either can achieve on its own. The great expectations are for both the end accomplishment and for what the other team will contribute. And because these great expectations are rarely voiced, they are often unmet. Unspoken and unmet expectations even occur when two teams work side by side in a single organization day after day.

When you establish a comprehensive partnership between the teams, these great expectations are shared, explored, modified, and finally supported. And as a result, the great expectations have a much better chance to become great accomplishments.

**How it works:**

- ◇ Members from both teams come together to define the overall expected accomplishments.
- ◇ Each team works independently to identify what it needs from the other team to be successful.
- ◇ The teams come back together to share their needs, their expectations.
- ◇ Each team creates plans and makes commitments to define how they will meet the expectations of the other.

# Establishing Partnerships Between Teams

***“Every step we take--no matter how small-- to understand the needs of the people we strive to serve will increase our bond with them and move us in the direction of a higher standard of leadership.”***

Mahatma Gandhi



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