Table 7.1 Phrases to Consider Regarding Clarity of Expectations

Ineffective wording	*Effective wording*
Perhaps you should . . .	The expectation is . . .
You might consider . . .	This is not negotiable . . .
I would encourage you to . . .	Please begin to implement . . .
A thought I have is . . .	You are required to . . .
Something you might want to . . .	Please do the following . . .