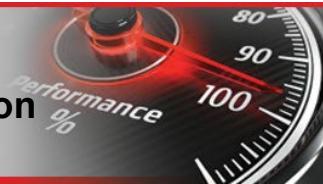




Working Together on Setting Expectations for Outstanding Execution



Guidance for Setting Performance Expectations for New Team Members:

In order to **Care for and Cultivate** our team members, we must set them up for success. Setting clear expectations for how they perform their day-to-day duties along with our IOOGA Capabilities ([Principles and Standards that Define Who We Are](#)), and [Principles and Standards for What We Do](#), is how we do that.

For new employees, Leaders must review all essential job functions utilizing the job description, department policies/protocols, and/or any relevant Discount Tire training material in order to set clear expectations with your new hire or new team member.

Leaders must also review [The Dream](#) with new team members and how your group exercises and aligns to our Mission, Values, and Vision to preserve and strengthen our Culture.

Guidance for Setting Performance and/or Behavior Expectations for Existing Team Members:

- What area(s) of execution does your team member have an opportunity to improve?

- Outline your expectations in detail that you expect your team member to meet.



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After meeting with your team member, send a follow-up email evidencing the expectations you reviewed in your meeting. See below for a sample communication:

Dear Jane Doe,

Thank you for meeting with me on {Date} to go over expectations for {Include area(s) the team member had opportunity to improve}.

To review, {write committed expectations}.

Please let me know if you have any additional questions.

Sincerely,

{Your Name}