



## MGMT 101: 'Inspect What You Expect.'



"Inspect what you expect" is a fundamental management principle emphasizing that leaders must follow up on delegated tasks to ensure they meet established standards and expectations. It promotes accountability, improves quality, and prevents performance dips, ensuring that communicated goals are actually achieved rather than just hoped for.



Government Executive +3

### Core Components of "Inspect What You Expect"

- **Clear Expectations:** Before inspection can occur, expectations must be clearly communicated, defining what is wanted, the required quality, and the timeline.
- **Active Monitoring (Not Micromanaging):** This involves establishing consistent follow-up, such as periodic check-ins, progress reports, or reviewing samples of work.
- **Accountability:** If a leader does not check on progress, it sends a signal that the work is not important, leading to a decline in performance.



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### Why Inspection is Necessary

- **Quality Control:** Ensures work aligns with standards and catches issues early before they become major problems.
- **Increased Productivity:** Employees often perform at the level that is inspected rather than just what is expected.
- **Establishes Trust:** Regular, transparent check-ins show engagement and support, building trust rather than a micromanagement culture.

- **Ensures Alignment:** Confirms that both the leader and the team member are on the same page regarding the project.



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### Best Practices for Implementation

- **Be Consistent:** Create a routine reporting system or a set cadence for reviews.
- **Be Visible:** Leaders should be present, walking the floor, and engaging with employees to show commitment to the process.
- **Use Metrics:** Use quantifiable data to evaluate progress.
- **Stay Curious:** When reviewing, ask questions to understand the 'why' behind results rather than just acting as a judge.



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The phrase emphasizes that failing to monitor results means accepting whatever outcome is delivered, regardless of original expectations.



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◆ AI Overview

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AI can make mistakes, so double-check responses



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