



Part 1: Personal Leadership

Lesson 4: Setting Expectations and Accountability

In This Lesson

- | | |
|---|---|
| <ol style="list-style-type: none">1. Clear Expectations Remove Confusion2. Expectations Should Be Spoken Before Correction Is Given3. Accountability Must Be Consistent | <ol style="list-style-type: none">4. Accountability Should Be Done with the Right Spirit5. Follow Through Builds Trust6. Accountability Should Lead Toward Growth |
|---|---|

Lesson Description

Good leadership requires clear expectations and loving accountability. People need to know what is expected, why it matters, how success will be measured, and what happens when expectations are not met. Biblical leadership does not ignore problems, avoid hard conversations, or change standards from person to person. It speaks clearly, follows through consistently, and seeks restoration, growth, and faithfulness.

1. Clear Expectations Remove Confusion

When expectations are unclear, people often guess. Guessing leads to frustration, mistakes, and disappointment. A good leader explains what needs to be done, when it needs to be done, and what the finished work should look like.

Examples

- A team member needs to know what is expected, what steps should be followed, when the work should be completed, and how success will be measured.
- In any organization, people perform better when leaders clearly explain the goal, provide the necessary resources, and communicate expectations before the work begins.

Discussion Questions

1. Where do people under your leadership sometimes have to guess what you want?
2. What expectation could you make clearer this week?
3. How can unclear expectations create unnecessary conflict?

Supporting Scripture

“Let all things be done decently and in order.”

1 Corinthians 14:40

“For God is not the author of confusion, but of peace.”

1 Corinthians 14:33

2. Expectations Should Be Spoken Before Correction Is Given

It is not fair to correct someone for a standard they were never taught. Leaders should not assume people “just know.” Before holding someone accountable, make sure the expectation was explained, understood, and realistic.

Examples

- If a manager wants staff to arrive five minutes early, that should be stated clearly.
- If a young employee has never been taught how to talk to customers, the leader should train before correcting.

Discussion Questions

1. Have you ever corrected someone for something you had not clearly explained?
2. What is the difference between training and scolding?
3. How can you check whether someone truly understands an expectation?

Supporting Scripture

“Therefore, to him that knoweth to do good, and doeth it not, to him it is sin.”

James 4:17

“Teach me thy way, O LORD, and lead me in a plain path.”

Psalms 27:11

3. Accountability Must Be Consistent

Accountability loses power when it changes from person to person. Leaders should not overlook issues with one person and correct the same issue in another. Consistency builds trust. Inconsistency creates resentment.

Examples

- If one employee is corrected for being late, all employees should be held to the same standard.
- If one department must meet deadlines, other departments should not be allowed to ignore them without reason.
- If leaders expect staff to communicate well, leaders must also communicate well.

Discussion Questions

1. Why is inconsistent accountability damaging?
2. Are there areas where you are stricter with some people than others?
3. How can a leader show grace without lowering the standard?

Supporting Scripture

“Moreover, it is required in stewards, that a man be found faithful.”

1 Corinthians 4:2

4. Accountability Should Be Done with the Right Spirit

Accountability is not about control, anger, or proving a point. It is about helping people grow and protecting the organization. A leader should correct with humility, patience, and truth.

Examples

- Instead of saying, “You never do this right,” say, “This part needs corrected. Let’s go over the expectation again.”
- Instead of embarrassing someone in front of others, speak privately when possible.
- Instead of reacting in frustration, ask questions first and listen.

Discussion Questions

1. What happens when correction is given in anger?
2. How can a leader be firm and kind at the same time?
3. Why is private correction often better than public correction?

Supporting Scripture

“Brethren, if a man be overtaken in a fault, ye which are spiritual, restore such an one in the spirit of meekness.”

Galatians 6:1

“A soft answer turneth away wrath: but grievous words stir up anger.”

Proverbs 15:1

5. Follow Through Builds Trust

Expectations mean little if there is no follow through. If a leader says something matters but never checks on it, people will assume it does not really matter. Follow through shows that the standard is real.

Examples

- If reports are due every Friday, the manager should check them every Friday.
- If a cleaning checklist is required, someone should review it.
- If a staff member agrees to improve in an area, the leader should schedule a follow-up conversation.

Discussion Questions

1. What expectation have you stated but not followed up on?
2. Why do people stop taking standards seriously when leaders do not follow through?
3. What simple follow-up system could help you lead better?

Supporting Scripture

“But let your communication be, Yea, yea; Nay, nay.”

Matthew 5:37

“He that is faithful in that which is least is faithful also in much.”

Luke 16:10

6. Accountability Should Lead Toward Growth

The goal of accountability is not shame. The goal is growth, faithfulness, and restoration. Good leaders help people see where they are, where they need to grow, and what steps they can take next.

Examples

- A struggling employee may need clearer training, a written checklist, or a weekly check-in.
- An employee who keeps missing details may need a simpler task or someone to review the work.
- A manager who avoids hard conversations may need coaching and encouragement.

Discussion Questions

1. Do people feel helped or attacked when you hold them accountable?
2. What does growth-focused accountability look like?
3. How can accountability protect both the person and the organization?

Supporting Scripture

“Iron sharpeneth iron; so a man sharpeneth the countenance of his friend.”

Proverbs 27:17

“Faithful are the wounds of a friend; but the kisses of an enemy are deceitful.”

Proverbs 27:6

Closing Thought

Clear expectations and consistent accountability are acts of good stewardship. They protect the work, strengthen the team, and help people grow. A faithful leader does not avoid hard conversations, but handles them with truth, humility, and love.

Practical Assignment

This week, choose one expectation that needs to be made clearer. Write it down, explain it to the right person or team, and set a time to follow up.