Matching Expectations using I.C.E

We are using I.C.E to frame a conversation to share and match expectations. Both parties should be aware of the model to create a sense of shared understanding. Follow the steps to start a structured conversation to help you match your expectations.

1. Ideas

Each of you should ask questions and give information that helps to show your idea or understanding of a situation, concept, or arrangement

Examples –
- What do you think a personal tutor is/does?
- What does a PhD journey look like?
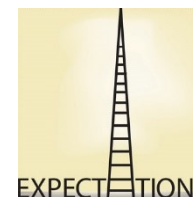- What services do you think we provide?

2. Concerns

Now share and discuss any concerns or worries you have that were raised in step 1

Examples –
- I'm a worrier and will come to you too often
- I have children and can't be here at 9 a.m.
- I work and can't access the library during the day
- I'm getting married when my dissertation is due

3. Expectations

Now discuss what your expectations of your situation (idea) are. This might include solutions or examples of what you would like or what you can do or provide.

Examples –
- I want to see you every Monday at 9 a.m.
- I have a full diary and we need to manage our meetings
- Your deadline is….
- I want to have tutorials in the evenings
- I want to use the library after 10 pm

4. Match Expectations

From using I.C.E now come to a shared understanding of the situation, how you might potentially deal with any concerns and come to a shared reasonable expectation

Example –
We need to meet every Monday morning, but X has to take a child to school and Y teaches from 10am. We can meet at 9.15 though and arrange another meeting if we need to.

Every conversation can be like a drink that needs ice. But sometimes we need to stir, shake, or crush the ice to get our preferred taste. The same can be said about managing and matching expectations.

How do you want your I.C.E?