SMART STRATEGIES FOR CLARIFYING

WORKPLACE EXPECTATIONS

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Smart Strategies for Clarifying Workplace Expectations

You can save a lot of time, frustration and miscommunication and also perform your job functions more completely when you know what is expected of you. Clear communications about job requirements and expectations are good for both companies and their employees. Whether you're a new employee or the boss, give these methods a try in order to help clarify workplace expectations.

If You're a New Employee:

1. **Use your interview time well.** Interviews are usually conducted in a limited amount of time so be sure to cover everything important. In addition to presenting your background and accomplishments, focus on the new role, it's full description and any/all expectations and responsibilities of the position. Also determine "first day" procedures such as where to park and where supplies are located.

2. **Read the job description.** A comprehensive and precise job description is a valuable guide for both the employee and employer. Get a list of day-to-day job responsibilities and a full, detailed job description. Ask what you are accountable for.

3. **Ask for a meeting with your manager the first week.** It has been shown that the company benefits, and employees have a greater sense of belonging when they meet one-on-one with their manager during the first week of employment. Discuss expectations and responsibilities and be sure to paraphrase back to your manager what your understanding is of the role.

4. **Seek out a mentor.** Mentors can help provide insight into the corporate culture, assist with questions and can influence professional growth.

5. **Understand how your performance be measured.** Be sure to seek clarification regarding things such as measurable deliverables, KPI's, quality of work and adherence to company values.

If You're the Boss:

1. **Establish a chain of command.** This is especially important when it comes to delegation and addressing grievances or violations. Employees must know to whom they report.

2. **Determine and articulate your rules and regulations.** All practices, rules, regulations and reprimands need to be understandable and clear. Create regulations, policies and consequences that apply in any workplace situation. Some examples include policies on absenteeism, harassment, dress code and etiquette.

3. **Exchange feedback regularly.** Avoid unpleasant surprises at the yearly employee evaluations by having supervisors and colleagues check in with each other regularly. Be open to constructive criticism and suggestions.

4. **Standardize tasks and evaluation criteria.** Consistent standards help things to run smoothly. Develop templates for common tasks and measurements. Create timelines and checklists for frequently recurring events like board meetings and financial audits.

5. **Recognize good performance.** People need to know what and when they're doing well.

6. **Publish the dress code.** Business casual means different things to different people. Spell out polo shirts and khakis if t-shirts and jeans are too informal for your workplace.

7. **Articulate values.** Talking about values gives everyone an opportunity to reflect on what they're doing and why. Make the discussion ongoing. Establish your priorities in areas like customer service and environmental stewardship.

8. **Assign realistic workloads.** Set expectations with existing resources in mind. As many workplaces reduce the number of employees,

sustainable progress depends on setting goals that people can achieve and maintain over the long term.

9. **Strive to be inclusive.** People generally work harder towards goals that they have a voice in developing. Involve employees in the process of drafting short and long term goals and the steps it will take to become successful.

10. **Aim high.** *Ambitious expectations can fuel superior performance.* Encourage everyone to dream big. Visualize what you would want your organization to look like in an ideal world.

Both as a boss and an employee, you'll feel more confident and productive when you figure out up front what your job demands. Working together to get a clear picture of your respective roles lays the groundwork for developing a stronger and more effective relationship.

If you would like more information about help with clarifying workplace expectations, please contact Corporate Coach, Misti Graham at misti@inspherationlifecoaching.com or visit her website at inspherationlifecoaching.com.