

Setting Employee Expectations

The act of setting employee expectations for performance and behavior is one of the most important conversations a supervisor will have with their employee. This conversation will let an employee know exactly what is expected of them in their position and will set a foundation for their performance.

General Expectations for all Employees

It's ideal to have the expectations created before an employee begins working in their position, however expectations can really be created and presented at any time. Also, if a supervisor has more than one employee, general office expectations can be created and distributed to all employees. This will keep expectations consistent with all employees and easier for the supervisor to manage. It is recommended to create these expectations, print them out and give a paper copy to an employee when you meet to discuss them.

Below is a list of ideas to include in your list of expectations for your employees:

- Be here on time for your scheduled shift.
- Plan for scheduled absences ahead of time. (Can include specific requirements for requesting time off and getting approval).
- Obtain approval from supervisor prior to working overtime or comp time.
- Dress appropriately for the workplace. (Can include specific office dress code).
- Maintain a positive, helpful attitude.
- Maintain confidentiality.
- Provide quality service.
- Treat others with dignity and respect at all times
- Maintain the qualifications, certification, licensure, and/or training requirements identified for their positions.
- Support efforts that ensure a safe and healthy work environment.
- Enjoy your time at work!
- Perform all duties as assigned.

Specific Performance Goals for Individual Employees

Set specific goals tailored to the position and the employee. Start with a job description and develop goals and targets for employees to meet.

As a new employee settles into a position, these goals might have to be adjusted, but this will help provide guidance of what is expected. Be mindful to not set unreasonable goals, setting an employee up to fail will only lead to employee dissatisfaction and possible turnover for an employee. Be realistic and set a few key goals for the first few months the employee is working.

Discuss Performance Frequently

Conversations about performance should happen often with employees. Supervisors should be meeting with employees on a regular basis, once a month at the least, but often once a week or every other week depending on the needs of the employee and the office. During these one on one meetings, discuss progress of the performance goals to reiterate the expectations you have for the employee. These meetings will also help supervisors assess if the work load needs to be adjusted for the employee.

Individual meetings are also a great way for supervisors to ask employees what they can do to help with meeting goals, showing support for the work the employee is completing. These meetings also provide an opportunity for a supervisor to get to know their employees interests, which can be beneficial for a supervisor then assign the employee work that they enjoy.