

# Q01.

# I know what is expected of me at work.

three x three

## 3 Facts

1. Nationally, about half of workers are not completely clear about what they are supposed to do.
2. Groups with high scores on this item are more productive, creative, and adaptive.
3. Clear expectations are more than a job description; job clarity helps people understand their contribution and value to the organization.

## 3 Types of Expectations

### Functional

Tasks, responsibilities, metrics



### Emotional

Expectations of the working environment and organization



### Relational

Group's collective expectations as well as expectations of one another



## 3 Best Practices

1. Define excellence in each role. Be clear about what excellence looks and sounds like.
2. Regularly tell each member of your group how they contribute to the group's success.
3. Ask your group members what they expect of you.

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