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### Rules vs. Expectations

Rules	Expectations
<ul style="list-style-type: none"> <li>Be to work on time</li> <li>Dress Code</li> <li>Take lunch on time</li> <li>Meet Required Deadlines</li> <li>Don't Gossip</li> </ul>	<ul style="list-style-type: none"> <li>Be Honest</li> <li>Interact with Respect and kindness</li> <li>Focus on Solutions</li> <li>Accept ownership of your performance</li> <li>Provide excellent customer service</li> </ul>

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### Creating your expectations for your team

 <p>What behaviors do you expect of one another?</p>	 <p>Who do we want to be as a team?</p>
 <p>What behaviors do we want to be most associated with as a team?</p>	 <p>What do you expect of yourself as a part of this team?</p>

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### Activity: Defining expectation for your team

- At a site meeting:
- Ask each staff member to write down a list of their top five values
- Depending on group size either as a whole or in small groups place all of the values on a large paper. Check mark those that are duplicated.
- Ask staff to clarify what each value means: (Kindness doesn't mean the same thing to everyone. Be descriptive.
- As a group work to whittle the group list down to the top 3 to 5 values that everyone can agree upon.
- Agree that these are your team or center values and that the expectation is that everyone is accountable to uphold these values
- Make a poster or other visual graphic that can be placed around the center.
- Help staff hold each other and yourself accountable to these expectations use positive descriptive acknowledgement with staff when they do.

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Complete the worksheets for this section  
Bring to your next staffing with your supervisor





HOMEWORK HANDOUTS

TEAM EXPECTATIONS

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