

Foundations  
for Leadership

Module Four  
Work Environment and Expectations

**WHAT  
DO  
YOU  
EXPECT**



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Expectations

Shasta Head Start Expectations are...

We are kind and friendly.

We are safe and healthy.

We are respectful.

What do you think Shasta Head Start means by each of these expectations?

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Macro vs Micro Expectations

- Macro
  - Behavior
  - Values
  - Norms
- Micro
  - Individual Performance
  - Any "ask" of the employee

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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



What behaviors do you expect of one another?



Who do we want to be as a team?



What behaviors do we want to be most associated with as a team?



What do you expect of yourself as a part of this team?

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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