



Sales Champions Work Expectations Programme
Employee Expectations Management Plan



for Jody Smith (Employee)

and

Bill Brown (Manager)

Date: 1 October 2006

Hi Bill

Now that Jody has completed the **DiSC Work Expectations Profile**, her expectations about the work and workplace have been identified.

Now, you and Jody are responsible for discussing any expectations that are unmet and unspoken, so that you can both take steps to resolve this situation. In doing so, you will help to improve the foundation of your relationship together through trust and confidence in each other.

As you will be aware, recognition and acknowledgement of work expectations and discussion of available options as actions to take to meet Jody's expectations will enhance the likelihood of improved performance, productivity and enjoyment of her role. Naturally, this may impact on her decision to maintain employment with your company.

The **Expectation Fulfilment Options** that are outlined in this Management Plan are for you to discuss with Jody, and together select the most appropriate and achievable actions, while maintaining respect for the Company and the business.

Jody will need to rate the options according to her perception of their importance, and together you will devise a timeline for achievement.

As per our Programme, there will be a fortnightly follow up review by us. This comprises a phone call at 2 weeks and 4 weeks, and then a separate face-to-face session with you and Jody at 6 weeks.

This audit process will determine what has been successfully implemented and what is still to be completed.

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The 10 Areas of Expectation*

Areas of Expectation	Definition
Autonomy	A high level of expectation in this area reflects a desire to have the independence or freedom to make decisions about how to do a job.
Balance	A high level of expectation in this area reflects a focus on both personal and professional goals and a desire for co-workers and supervisors to understand the importance of the employee's commitments.
Career growth	A high level of expectation in this area reflects a desire to make progress toward career goals, and may require increasing authority and / or status at work.
Diversity	A high level of expectation in this area reflects a desire to work with others from a variety of backgrounds with varied points of view. There is often a belief that differences in perspective and opinion are important, if not essential to a successful workplace.
Environment	A high level of expectation in this area reflects an emphasis on the quality of the social and physical environment at work. There is a high degree of importance placed on the enjoyment of being at work.
Expression	A high level of expectation in this area reflects a desire for a work environment that allows people to be themselves. Expressing identity, values and creativity through work is important.
Recognition	A high level of expectation in this area reflects a desire for a work environment where good work is acknowledged and rewarded.
Stability	A high level of expectation in this area reflects a desire for job security and a work environment that remains relatively unchanged.
Structure	A high level of expectation in this area reflects a desire for clear instructions regarding what to do, how to do it, what resources are available and the expected outcomes.
Teamwork	A high level of expectation in this area reflects a desire to make collaboration and cooperation a highly valued and commonly used method for reaching work objectives.

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For each Work Expectation, the options provided in the following pages give managers the ability to better meet the employee's expectations.

When expectations have been met, it is far more likely that your valued employee is going to want to stay in their position and if they do leave, you will have the satisfaction of knowing that it was for an external reason and not to do with the company.

Options for resolving unmet expectations must be determined through discussion with the employee, reflect both an appropriate option for that employee, and be viable for this business.

Options that can be considered include activities, change of systems and processes, or attitudinal changes that can affect the business generally, or may be specific for this employee.

Jody Smith DiSC Profile Summary			
DiSC Type	Characteristics	Typical Roles	DiSC Type Employees DiSC Score#
D – Dominant	<ul style="list-style-type: none"> ◆ Outgoing ◆ Challenges status quo ◆ Keen ◆ Resists authority ◆ Likes to lead ◆ Takes action 	Leaders Managers	6 / 7
I – Influencer	<ul style="list-style-type: none"> ◆ Outgoing ◆ Enthusiastic / motivating ◆ Prefers a global approach ◆ Not fond of details ◆ Acts impulsively ◆ Keen to promote change 	Sales / Marketing / Motivators	4 / 7
S – Steady	<ul style="list-style-type: none"> ◆ Reserved behaviour ◆ Good team player ◆ Accommodating ◆ Maintains status quo ◆ Recovers slowly from hurt ◆ Prefers steady change 	Support people	1 / 7
C – Conscientious	<ul style="list-style-type: none"> ◆ Quite reserved ◆ Systematic ◆ Detail conscious ◆ Focuses attention on task ◆ Likes guidelines ◆ Likes to plan for change 	Scientists / Doctors / Accountants	2 / 7
If a DiSC Dimension (D, I, S or C) has a score of 5 or higher, this can be seen as a predominant characteristic.			

Area of Expectation - Autonomy

This expectation is Completely Unmet.

A high level of expectation in this area reflects a desire to have the independence or freedom to make decisions.

Current Importance	Current Status of		
High	Complete		
Options to Satisfy Jody Smith's Expectations for Autonomy	Can Company implement this? Yes / No	Options in order of importance	Date
Move you into management / supervisory role	No	NA	
Give you the lead project role	Yes	3	15/
Provide you with more scope for decision making and authority in current role	Yes	2	1/
Make your position more flexible	Yes	5	15/
Discuss mutual setting of goals and work plans	Yes	4	15/
Allow you to make decisions on personal training and other development needs within a set budget	Yes	6	1/
Allow participation in management decision making	No	NA	
Provide training	Yes	7	1/
Employee options not listed: Develop my own monthly work plan for approval	Yes	1	1/

Area of Expectation – Balance

This expectation is Mostly Unmet.

A high level of expectation in this area reflects a focus on both personal and professional goals and a desire to understand the importance of the employee's commitments.

Current Importance	Current Status of		
High	Mostly		
Options to Satisfy Jody Smith's Expectations for Balance	Can Company implement this?	Options in order of imp.	Date
Develop work / life balance friendly policies:			
◆ Flexi-time / flexible working hours	Yes	4	1/
◆ Gym membership	No	NA	
◆ Lunchbox sessions on health and wellness	No	NA	
◆ Stress management training	Yes	3	1/
◆ Provide child care (in-house)	No	NA	
◆ Provide child care (external)	Yes	2	1/
◆ Provide paid time for caring for sick children	No	NA	
Develop work / life balance plan with employee:			
Publicly recognise work / life balance as a company best practice goal: How:	No	NA	
Privately recognise work / life balance as the employee's goal: How:	Yes	5	1/
Providing assurances of job future if work / life balance impacts	No	NA	