Organizational Expectations

Organizational expectations reduce uncertainty, build confidence, and provide a benchmark for employee performance.

There are many administrative tools to establish and communicate expectations for an organization, such as:

- Written vision and mission statements
- Documented job descriptions and responsibilities
- Defined process, procedures, and workflow

These forms of communication from leadership are the formal step that must remain current and be a consistent drum-beat for leadership to influence cultural standards. However, leadership must acknowledge that informal cultural norms are the most dominant force that set expectations within the organization.

When employees feel pride of ownership, experience personal growth, and have confidence in leadership, engagement becomes contagious and takes on a life of its own. If leadership is going to leverage the powerful impact of these cultural norms as the driving force of expectations, they must cultivate and support specific organizational priorities.

By investing in employee development, leaders make a commitment to each employee, and by respecting their performance, they are laying the foundation for personal ownership. When there is a cultural expectation that performance should naturally exceed the documented requirements of a position, it creates a powerful force with unlimited potential.

Organizational expectations, whether by documentation, training, or cultural norms, will drive the day-to-day operations and position you for the broader responsibilities of leadership.

Supervisors and managers are the driving force that cultivates and maintains organizational expectations for excellence within their culture. Your challenge on this journey is to first evaluate the skill set of your supervisors, and measure their understanding of employee engagement, closely followed by training and good counsel.

Visiam currently offers free assessments to capture the insights of employees and supervisors as a fundamental resource to measure the employee experience and its impact on company culture.

Please request access to Visiam's free assessments on our website, or contact us if you would like our input on how to maximize their value.

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