AS A MANAGER...

...DO YOU KNOW WHAT YOUR EMPLOYEES EXPECT FROM YOU?

503,000 EMPLOYEES SAY THAT THEY EXPECT...

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Over the last 10 years, BPA have collected 503,000 narrative text responses to the question:

"What are the 3 most important things you expect from your manager?"

We have themed these narrative text answers to identify the most common expectations. So, in the employees' own words, here they are:

1) Support - In helping them to get the job done properly.

2) Communication - Mostly about the job (what they should focus on, how to they need to do it and when it needs to be done by).

3) Respect – To treat them with respect.

4) Fairness – To demonstrate fairness in the decisions their manager makes that affect them.

5) Leadership – To be a role model they can look up to.

As a manager, how do you think you would rate on these first 5 things that employees expect from their manager?

Numbers 6 to 10 are **Honesty, Addressing Problems, Guidance, Understanding,** and **Approachability.**

As a manager, demonstrating competence in these 10 areas will go a long way towards engaging strongly with your staff to achieve the outcomes you are responsible for.

Why not give yourself a personal rating on each of these 10 areas. How did you go?