



What are the top priorities you are communicating to your staff? ... and are they the right ones?

Over the last 10 years, BPA have collected 444,000 narrative text responses to the question:

“What are the 3 most important things your manager expects of you?”

We have themed these narrative text answers to identify the most common expectations that people believe their manager has of them. So, from the employees’ perspective, here they are:

- 1) **Honesty** – Being honest, truthful, or telling it like it is.
- 2) **Teamwork** – Effectively working with other members of their team.
- 3) **Work Ethic** – Working hard to get the job done – not slacking off.
- 4) **Reliability** – Being reliable, consistent, and dependable – turning up.
- 5) **Respect** – Showing respect for the manager and for others.

Numbers 6 to 10 are **Communication, Professionalism, Timeliness, Quality, and Accountability.**

But...

... Why is **Competence** down at number 15?

And why is **Problem Solving** down at number 20?

Perhaps it’s a worthwhile exercise to reflect on the priorities you are communicating to your team.

Are you clear about your priorities?

Do you stay focussed on them?

If you are not clear and focussed about them, then your team will just have to guess what they are.

Is this a situation you really want to leave up to chance?