

SAMPLE

UNIT-WIDE EXPECTATIONS MEMO

What Do You Expect?

On-going communication with your employees makes it easier to talk about correcting specific work performance.

Develop and issue a general expectations memo to all your staff members that outlines the procedures and your expectations for work performance in your unit. Review your work expectations and general office policies with your staff on an annual basis. Be sure to acknowledge both the good and the bad. Don't talk to employees only when they are doing well or only when they are struggling.

We have provided you a general sample below. Remember to check the Bargaining Contracts prior to establishing expectations. Many of these topics are covered in the MOUs.

TO: All Unit Staff

FROM: Unit Supervisor

This memorandum sets forth my expectations regarding work habits and general office procedures you should follow in our workplace. The expectations below apply equally to all staff members in this unit. I believe that setting forth clear expectations will assist all of us in providing effective, consistent, timely and accurate work products and services to our internal and external customers.

GENERAL GOALS AND WORK EXPECTATIONS

ATTENDANCE AND TIME REPORTING

Attendance

Hours of Work & Weekly Schedule

Deviations from Schedule/Make up Time/Tardiness

Lunch & Break Periods

**Alternate Work Week Schedules (AWWS)
Overtime**

Time Sheets

ABSENCES

Vacation Requests

Sick Leave

COMMUNICATION

Returning Phone Messages and E-Mail

Use of E-mail vs Personal Communication

Sensitive Contacts

Personal Cell Phones and Pagers

STANDARDS FOR WORK ASSIGNMENTS

Due Dates

Setting Priorities and Workload

Quality and Quantity Standards and Guidelines for Work Assignments

TRAVEL

Travel Arrangements

Travel Expense Claims

STAFF MEETINGS AND REPORTS

Staff Meetings

Status Reports

FILING AND RECORDS RETENTION

E-Mail and File Clutter

Subject Files

Address any other issues that may be specific to the work you do or the manner in which your work is done.