

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 to all staff a general memo outlining the procedures and 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 while they are struggling.

TO: All Unit Staff

FROM: Unit Supervisor

The following items are really common sense principles rather than strict policy. In addition to being communicated verbally in staff meetings and supervisory discussions, these items were established as formal guidelines in order to provide consistent direction to Division staff. With a periodic review of this guidance, I am confident that we can continue to provide effective, accurate, consistent, timely, and sensitive services to our 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.