

Patricia Tedesco

The Executive Training Group

3630 Morrison Way

Doylestown, PA 18901

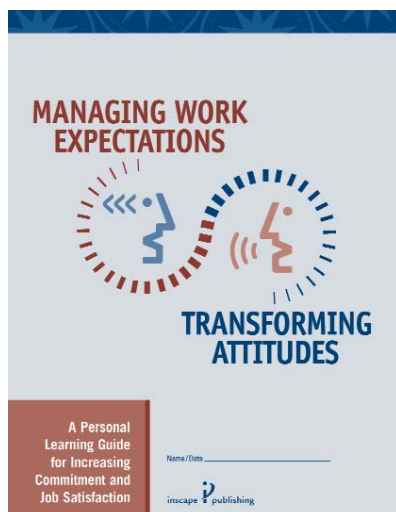
215-230-8985 fax 215-230-8986

execgroup@aol.com

www.executivetraininggroup.com

Managing Work Expectations • Transforming Attitudes

Reduce Turnover and Increase Productivity



Open the door
to mutual
understanding.

Have you ever wondered what makes a good company great? It's the people. Committed, productive employees are key to organizational success and a healthy bottom line. The challenge, then, is retaining and developing satisfied, committed employees. The solution is *Managing Work Expectations • Transforming Attitudes*. This engaging, self-directed learning instrument helps your employees understand and manage their work expectations. Why? Because people who have clearly defined, well-communicated expectations have better attitudes and enjoy greater job satisfaction than people whose expectations go unspoken or unrealized. And companies that employ satisfied, successful people reap the rewards of increased productivity and reduced turnover.

Explore 10 Key Expectations

In a typical employment situation, certain expectations — such as salary, hours, and job duties — are clearly understood by both employer and employee. Other expectations, however, are so intimately linked to an individual's concept of work that they often go unspoken or unacknowledged. *Managing Work Expectations • Transforming Attitudes* helps people explore 10 work expectations that impact today's employment relationships.

Structure – wanting clear instructions regarding what to do, how to do it, and what resources are available.

Diversity – wanting actions to support the belief that individual differences are important, if not essential, to a successful workplace.

Recognition – wanting to be noticed, appreciated, and rewarded.

Autonomy – wanting to affect the environment through free expression of ideas and viewpoints, as well as by utilizing skills and abilities.

Environment – wanting to be physically and socially comfortable in one's work setting.

Expression – wanting work to reflect one's identity.

Teamwork – wanting co-workers to cooperate and share their knowledge and skills with each other in order to attain mutually agreed-upon goals.

Stability – wanting to know that one's job is secure.

Balance – wanting to achieve both personal and professional goals, and wanting others to understand how important those goals are.

Career Growth – wanting opportunities for career advancement and skill development.

Managing Work Expectations • Transforming Attitudes

(continued)

Open the Door to Mutual Understanding

Organizations like yours use *Managing Work Expectations* • *Transforming Attitudes* to help employees:

- explore key work expectations
- discover which expectations are most important to them
- learn how to communicate their expectations to others
- learn how to initiate steps to have their expectations met
- learn how to adjust their expectations when necessary
- learn how to improve their outlook and enhance their attitude toward work
- take the first steps toward increased job satisfaction and improved performance

Focus/Reflect/Act Model Delivers a Memorable Learning Experience

Designed around a unique Focus/Reflect/Act learning model, *Managing Work Expectations* • *Transforming Attitudes* helps people:

- **Focus** on their high expectations.
- **Reflect** on whether their high expectations are met or unmet and whether they are spoken or unspoken.
- **Act** on what they've discovered. The "act" section for each expectation provides helpful suggestions for participants to communicate their expectations with others, initiate action to meet their own expectations, and adjust their expectations when necessary.

Multidimensional Tool Suits Today's Business Climate

Managing Work Expectations • *Transforming Attitudes* is designed to help individuals uncover and explore their expectations in a variety of employment situations, including:

- working on a team
- transitioning to a new position
- experiencing organizational restructuring
- creating meaningful performance reviews
- making the most of their daily routine

Common Workplace Issues. Uncommon Results.

Individual differences are key to the success of your organization. Yet these vital differences can also lead to common workplace issues. Stress. Conflict. Low productivity. Ineffective leadership. Resistance to change.

So how do you solve common problems among unique individuals? With Inscape Publishing's self-directed learning instruments. Our tools are based on the belief that individual awareness is key to organizational success. Organizations like yours use Inscape's resources to provide a common language, helping people capitalize on differences to achieve uncommon results.

Related Products

The *Managing Work Expectations* • *Transforming Attitudes* Sourcebook offers everything trainers and facilitators need to administer *Managing Work Expectations* • *Transforming Attitudes*. The sourcebook includes background information, administration details, application options, activities, case studies, and presentation materials. Contact your Inscape Publishing Authorized Distributor for details.