

Tools for Maintaining Effective Communication & Aligning Expectations

DRAFT TEMPLATE*

SUPERVISOR EXPECTATIONS OF STAFF

1. The best ways to communicate with me is:
 - Email
 - Phone
 - In person
2. I generally check email:
 - Start of my day
 - Midday
 - End of day
 - Frequently throughout the day
3. You can expect to receive a reply to an email or phone message within 24 hours during regular business hours unless you indicate that it is important to have a timelier response.
4. I expect to meet with you 1:1 on a regular basis (e.g., weekly, biweekly, monthly).
5. If you'd like to meet with me outside of our regular scheduled meetings, please let me (or scheduling assistant) know.
6. At our 1:1 meetings, I will ask for updates on your projects, let you know of future tasks/projects and ask if there's anything I can do to help.
7. If you are having challenges with completing a task, please let me know as soon as possible so we can work together to address them.
8. You can expect me to maintain confidences regarding any personal conversations or personnel concerns.
9. In addition to our 1:1 meetings, our team (e.g., Admin, Education, Outreach) will meet regularly.
10. You can expect me to come prepared to our team meetings and seek your input on team meeting agendas.
11. I will expect all team members to attend and participate in team meetings.
12. I can support your professional development by:
 - Help you identify training activities that will build your job skills
 - Provide feedback on your professional development plan
 - Request resources from the department to support your professional development activities
 - Serve as an advocate for you in the department/school when appropriate
 - Discuss mentorship needs and how I can help or help connect you with potential mentors
 - Other, please specify:

*This is an example of the types of expectations a supervisor may want to communicate with a staff member. The template can be adapted to best meet individual situations.