How to ensure clear roles and expectations
Practical strategies and actions

Explain organisational context and how their work fits	Build understanding of team purpose and role	Help individuals to understand their role	Set and maintain high standards of performance	Provide guidance on priorities
1. Spend time explaining the 'big picture' to those in your team, focusing on where the organisation is headed and <u>why.</u>	1. Engage in discussion with team members to develop a collective view about and commitment to team purpose, objectives and role.	1. Ensure staff have an up to date role or position description, which includes the role purpose, reporting relationships and the key duties expected of them.	1. Set high, yet attainable, standards for work performance that are clearly communicated and understood.	1. Make judgement calls when staff have conflicting priorities.
2. Discuss the team's contribution to the bigger picture, highlighting the key strategic issues and ideas about how to deal with them.	2. Develop a high-level map of roles across the team that clearly describes the focus of all the individual roles and how they contribute to the whole.	2. Provide all new starters with a corporate and local induction and ensure they are aware of their role within their immediate work team or unit, program area and the broader organisation.	2. Continually and consistently reinforce performance expectations and accountability through feedback.	2. Provide timely guidance to staff on priorities when they are struggling with a long 'to do' list.
3. Provide context about their role and how it fits within the organisation and its direction.	3. Organise business planning sessions at half yearly intervals where team goals and expectations are part of the agenda.	3. When assigning new tasks/projects have a one-on-one conversation where, together, you confirm expectations and the process for reviewing progress.	3. When people do achieve the high standards, acknowledge, recognise and thank them.	3. Help people prioritise their workloads when under pressure.
4. Discuss senior leadership team decisions with the team and explain the context of those decisions so that they understand organisational directions.	4. Ensure that reporting lines are clear - this will help staff know who they are accountable to and where they can go for help with work problems.	4. In regular conversations, ask individuals to articulate their understanding of expectations and accountability.	4. If a person regularly fails to meet expectations follow through and have the 'difficult conversation' – do not tolerate poor performance.	
5. Meet with the team on a regular basis to discuss what is happening at an organisational and Divisional level.	5. Provide an organisational chart that gives a clear view of the organisational structure and communication channels.	5. As part of the performance management process, check whether team members are clear regarding roles and expectations and, where appropriate, provide additional clarity in formulating updated performance plans.	5. Expect the best. Successful leaders set high expectations for themselves and for others. These can shape our own behaviour. High expectations lead to high performance.	
		6. Write a personal letter outlining role and expectations.	6. Highlight examples of excellent performance to others in the team.	
		7. Let staff tell you how they might deliver.		