

# SIX QUESTIONS

## *Your Staff Wants Answered!*

By Robert C. Andringa

- 1. WHAT AM I EXPECTED TO DO?** Do I know the person who has the answers to this question? Is my role clear? Do I come to the office each day knowing my priorities?
- 2. WHY IS THIS IMPORTANT?** Does my supervisor take time to fill me in on why this task is important? Do I see the connection between this task and the bigger picture?
- 3. DO I HAVE THE AUTHORITY TO DO IT?** Once a task is assigned, can I determine how to do it? Do I have the authority to do it in the way I see best without being second-guessed or overly supervised?
- 4. WHEN I NEED HELP, WHERE CAN I GET IT?** Where can I get help, if needed, and will it be readily available? Can I spend money to get the help I need? Will I be fully supported when asking for help?
- 5. TO WHOM CAN I GIVE MY IDEAS?** Will I be fully respected as one who has a contribution to make? Can I feel free to make suggestions on how to improve our operations and programs? Will I feel appreciated and valued?
- 6. HOW AM I DOING SO FAR?** Will I get honest feedback on my work as often as I need it? Is it clear who will do my performance evaluation and will it be done fairly and on time?

>> **REMEMBER!** Most miscommunication is a result of differing assumptions.

***Communicate, Communicate, Communicate!***

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