

6 QUESTIONS

YOUR STAFF WANTS ANSWERED!

By Bob 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 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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