

Managers	
Common Expectations	
Results	Full Performance
BUSINESS RESULTS	
1. Work/strategy alignment	1. Results are aligned with enterprise strategies
2. Customer service/satisfaction	2. Service delivery meets or exceeds customer expectations
MANAGEMENT	
1. Risk management	1. Anticipate, recognize and mitigate risks
2. Organizational effectiveness	2. <ul style="list-style-type: none"> • Work prioritization aligned with enterprise priorities • Time management supports priorities • Compliance with established policies, processes and procedures
LEADERSHIP	
1. Clarity of purpose	1. <ul style="list-style-type: none"> • Ensure employees understand the relationship between work plans, Functional Operational Plans, Business Plans and Strategic Plan • Connect how daily work delivers enterprise outcomes
2. High performing, motivated employees/teams	2. <ul style="list-style-type: none"> • Lead by example • Coach, train and develop employees • Manage performance through recognition, timely feedback and regular reviews • Hold people accountable
RELATIONSHIPS	
<u>Upward</u>	<ul style="list-style-type: none"> • Build and maintain effective working relationships at all levels
<u>Inward</u>	
<u>Outward</u>	
INNOVATION	
Work climate promotes innovation/improvement	<ul style="list-style-type: none"> • Seek opportunities to innovate/change to improve customer value