

Insights Reference Guide

Work Expectations Profile

Whether spoken or unspoken, a “psychological contract” of needs and expectations exists between employees and employers that affects job satisfaction and performance. The *Work Expectations Profile* provides a framework to help employees and managers understand and discuss these needs and expectations.

Individual Insights	<p>Personal Insight into Work Attitudes and Preferences: Help people understand what characteristics are important to them in a job.</p> <ul style="list-style-type: none">• Learn what reinforces you on a job• Learn what is necessary for your satisfaction on a job• Create a framework in which to organize your work experience
	<p>Understanding of Current Work Satisfaction: Help people gain a deeper understanding of what brings them satisfaction and frustration at their job.</p> <ul style="list-style-type: none">• Understand what work expectations are met and unmet in your job• Identify areas of your job that are dissatisfying or frustrating• Reflect on the direction of your career and the changes you want to make within your job
	<p>Managers and Supervisors Understand the Expectations of Their Employees: Help managers better read the pulse of their departments or organizations and learn about potential areas of group dissatisfaction.</p> <ul style="list-style-type: none">• Learn what characteristics of a job and what reinforcements are important to the department or organization• Learn what work expectations are being met within the department or organization• Gain insight into employee dissatisfaction
Interpersonal Insights	<p>A Common Language to Understand and Discuss Work Expectations: Help people develop a language through which they can efficiently and accurately communicate concerns about their work preferences, attitudes, and satisfaction.</p> <ul style="list-style-type: none">• Categorize the benefits and characteristics of a job or career• Reference an area of work expectations to describe common concerns• Create a safe forum to discuss differences• Express problems and frustrations in a more open fashion• Express dissenting opinions without fear of disapproval or causing offense
	<p>Address Unmet Work Expectations: Help managers and employees apply their knowledge about work expectations to make changes within both the job and themselves.</p> <ul style="list-style-type: none">• Discuss what alterations would enhance an employee's job• Feel understood about job concerns and needs• Understand management's perspective on employee needs• Adjust unrealistic expectations rather than hold on to resentment