

# Activity sheet four: Expect

# Activity 1 - Sharing our success stories

Use these activities to analyse how effectively set standards and expectations for staff around their behaviour and conduct, and to plan what you need to do to make improvements.

In a team meeting, share your workplace vision and values. Ask people to think of a time when they or someone else they worked with did something which they felt **made a difference**.

Ask everyone to write down what their example was and to think about how your vision or values were seen in the story.

Then ask people in turn to share their story and while they are talking ask the rest of the team to make a note of any behaviours they hear being shown in the story - i.e. what did the person actually do?

At the end of the sharing successes session look at all the behaviours you have heard people describe. If you don’t have a behaviours framework, use these to start to develop behaviours under each of your values. If you have a behaviours framework, check if these behaviours are included in it.

You can also use the success stories to promote your culture and values on your website and in recruitment packs to potential recruits. And you could communicate the stories internally in a staff newsletter sharing successes and praising the good work on your teams.

For individual employers you could do this activity with your family: When have you or have they seen examples of when personal assistants have demonstrated your vision and values in practice? If you don’t yet have a PA, think about what stories you would want to be able to tell of how you would have been supported and what behaviours they would have displayed.