

# Activity sheet four: Expect

# Activity 3 - Case study - Involving staff in setting workplace expectations

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.

**Use this case study in a team meeting to get staff to think about which behavioural norms and expectations are important in your workplace.**

Orchard End Services is a small organisation that supports young adults with learning disabilities to live in their community. Mike, one of the Directors, believes strongly in recruiting staff from the local community to embed the organisation within the community.

To support this last year he launched a staff referral scheme which was very successful in attracting new staff and he now has a stable workforce and no vacancies.

However, this is also causing some challenges as many of his staff are now related to each other or connected personally outside of work. He has started to notice some low-level issues emerging where staff are talking about other staff members in a less than positive way and at times swapping shifts so they don’t have to work together.

He has also seen some of these behaviours being displayed in front of the young adults they work with, and staff not working collaboratively together in the way he would expect them to.

When discussing his concerns with some staff in their supervision sessions, he discovers that the issues are about what is happening outside of work but staff are bringing them in to work and this is impacting how they deliver support to the young adults they work with.

Mike has reviewed the workplace code of conduct and there is nothing in there about working with people you have a personal relationship with or not bringing personal issues into work. He wants to find a way to work inclusively, collaboratively, and positively with staff to set clear expectations around these situations and find a way forward.

Ask your staff:

* What do they think is the real cause of the issues in this situation?
* What do they think should be reasonable expectations of staff behaviour and conduct in these situations?
* How should Mike work with staff to deal with the challenges and update the code of conduct in a positive, inclusive and collaborative way?
* Is there any learning from this case study that you could translate into your workplace?

You could also redevelop the case study to focus on a real situation from your setting or an issue you are concerned may happen in your setting related to workplace standards and expectations and use the same questions to discuss the situation with your staff.