

## Overview of Work Expectations Profile

Presented by Paula Switzer  
Switzer Resource Group, Inc.



[www.trainingresources.com](http://www.trainingresources.com) or  
[www.disctraining.com](http://www.disctraining.com)

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## Agenda for Today's Call

- Background of the assessment
- What does it measure?
- How is the profile laid out?
- How can you position it?
- Marketing ideas, Q & A



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## Background of Assessment

- Originally released in 2001
- Originally called *Managing Work Expectations: Transforming Attitudes*
- Originally available only in paper
- Added to the EPIC Platform in 2003
- WE Group Report now available

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## Background of Assessment

- Inscape's research explored the idea of the "psychological contract" an employee has with their employer upon hiring.
- Unmet expectations are usually the norm and they are often not spoken to manager
- Research shows you cannot link job satisfaction to job turnover, but you can link expectations to turnover

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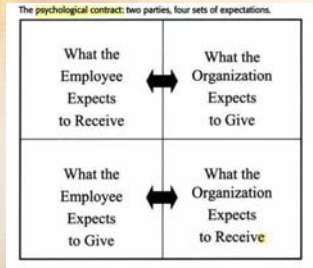
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## The 7 Hidden Reasons Employees Leave by Leigh Branham

From page 34 in Leigh's book

Based on John Kotter's article "The Psychological Contract: Managing the Joining-up Process" (1973)



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## 10 Key Expectations Measured

- Autonomy
- Balance
- Career Growth
- Diversity
- Environment



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## 10 Key Expectations Measured

- Expression
- Recognition
- Stability
- Structure
- Teamwork



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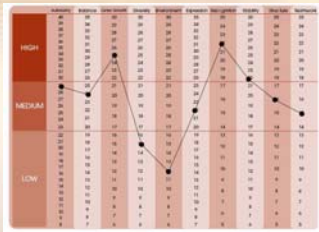
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## EPIC On-Line Report Provides:

- Your WE Importance Graph  
– High, Medium and Low scores



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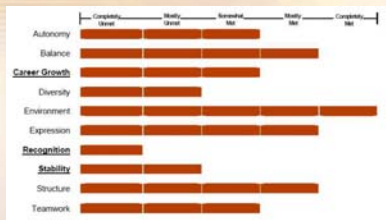
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## EPIC On-Line Report Provides:

- How Much Your Expectations Are Met  
– Scale from Completely Unmet to Completely Met



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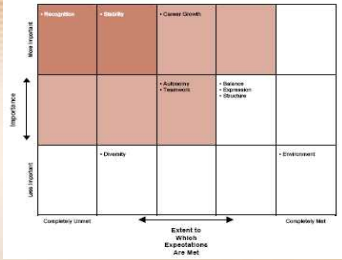
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## EPIC On-Line Report Provides:

- Your WE Expectations Gap Analysis



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## EPIC On-Line Report Provides:

- Two Pages For Each Expectation
  - Uses the Focus, Reflect, Act Model
    - Focus
      - What do you expect?
    - Reflect
      - Where are you?
    - Act
      - Where do you want to go?

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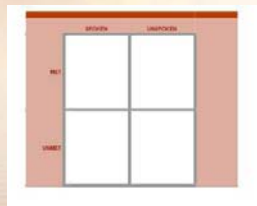
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## Additional Information in Profile

- Section on Compensation
- Two page Action Plan

"Write your high expectations in the corresponding box of the Expectations Workspace..."



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## Suggestions, Tips

- Client must be ready to do this initiative
- Communication is key to successful plan
- Concerns and fears must be addressed
- Managers who are poor communicators will be identified through the process
- Expectations must be set about what can and cannot be done (by managers)
- Overall communication skills will improve

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## Questions and Answers

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Week 3: DISC Theory				
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Week 4: Interpretation of DISC Clients				
Week 5: Types of Instruments, Professions				

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