



Career Tips Thursday: Session 32

Psychological safety at work: managing expectations with colleagues

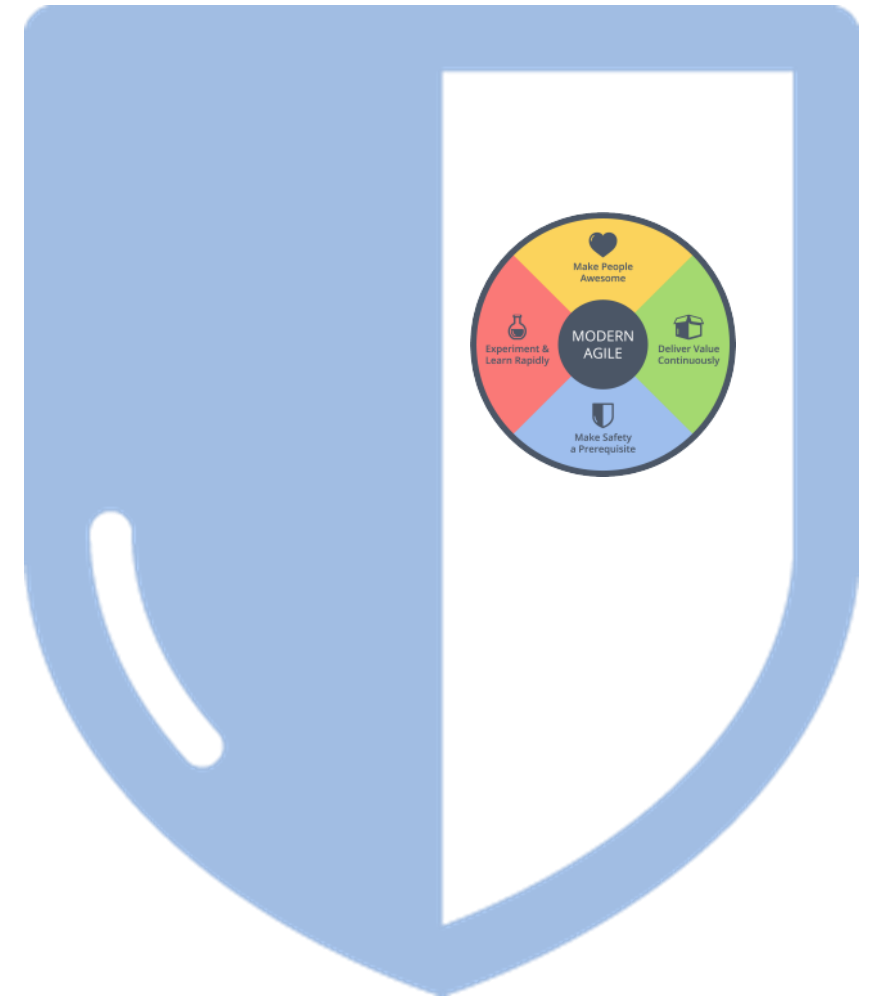
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Agenda

- **Understand** the importance of clarifying expectations
- **Discover** a template that can help you clarifying and communicating expectations with coworkers
- **Create** an environment that encourages feedback and ongoing dialogue, promoting a culture of improvement and adaptability

Psychological safety at work: the Agile approach

- Approach conflict as a **collaborator**, not an adversary
- Replace blame with **curiosity**
- OK to **make mistakes**
- Use **Gratitude** to promote a happier working environment and foster relationships



Poll: Why is it important to avoid assumptions?



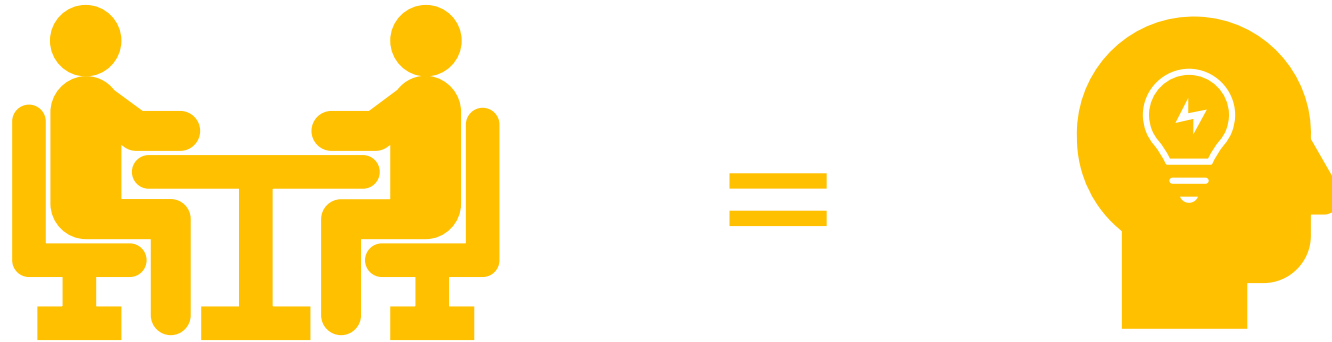
**Assumptions allow you to
hide behind your version of
the story.**



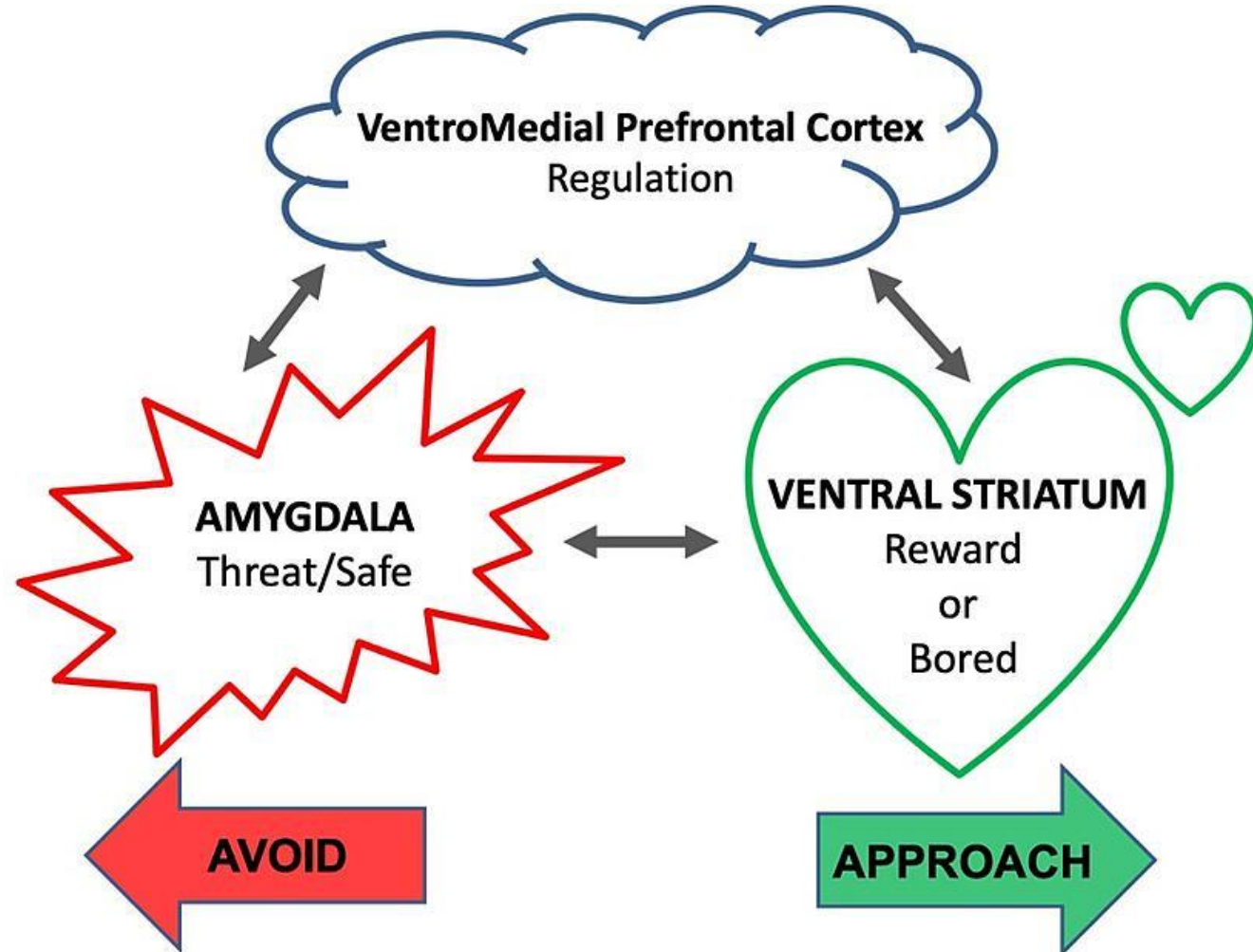
Importance of avoiding assumptions

- They can lead to **misunderstandings** and **miscommunications**.
- They can cause **conflicts and unnecessary tension**.
- They can **reinforce biases**.
- When we assume things about people based on their behaviour, we often **fill in gaps with our own beliefs or expectations**, which may not align with reality.
- Avoiding assumptions helps **promote inclusivity** and **understanding**.

How clarifying expectations may help people change their behaviour?



Triadic brain



Clarifying expectations

Alignment



Preventing misunderstandings



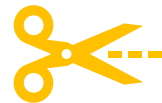
Accountability



Empowerment



Reducing Rework



Enhancing Relationships





Managing Expectations Template

Template

1. Roles and responsibilities

- This is how I see **myself** in our professional relationship
- This is how I see **yourself** in our professional relationship
- **Behaviours** we expect to see from each other

2. Expectations from both parts

- This is what I **expect from you**
- This is what you can **expect from me**
- **Behaviours** we expect to see from each other

3. Basis of the professional relationship

- What is **important for me** in the relationship
- My **working style**
- My **goals and priorities**
- My behaviour **under stress**
- Other important **information not covered** so far
- **Non-negotiable** items
- **Current** way of doing things **vs. new way** of doing things as of today

4. Effective communication

- **Communication styles**
- **Feedback**
- **Behaviours** expected from both colleagues

Key points to take into account

- **Adapt** the template to your needs:
 - Use the parts of the template that make sense to you/that are applicable to your case
 - Use only the questions without the template if you feel more comfortable
- Think about the **behaviours** you expect to see from the other person (that reinforce trust).
- **Choose** a good moment and space to have the discussion.
- **Be open** to what the other person expects from you.
- Use any gap in expectations to have a **meaningful discussion** to achieve alignment.



Questions

Evaluation form



**Let us know your thoughts
about the session!**

<https://forms.office.com/e/44zYk1gKwA>



CAREER TIPS THURSDAY



Session	Date
Using the DISC assessment to boost your career	31.10.2024
Exploring your personal journey: setting intentions and actions to help achieve your aspirations	21.11.2024