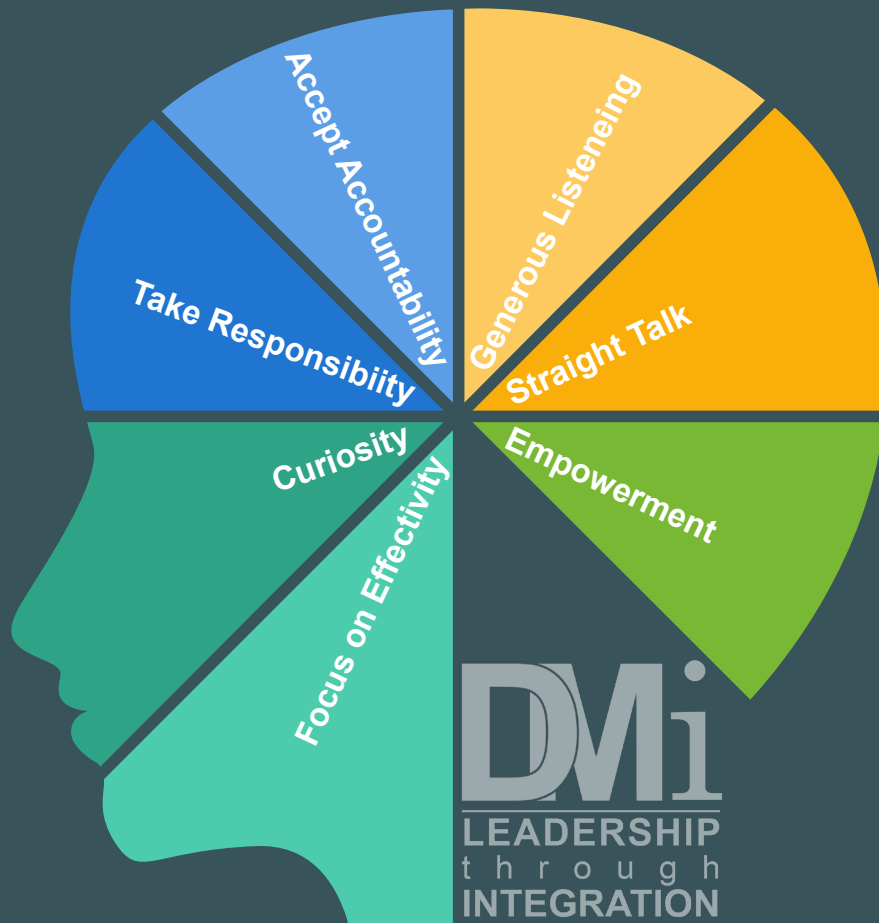


The Seven Expectations Model



The Seven Expectations Model

It is increasingly clear that the behaviour traits of great organisations who achieve great results and have developed 'secure based leadership' throughout the organisation are a significant factor in their success.

The traits that we see making up these expectations are:

- Accept Accountability
- Take Responsibility
- Curiosity
- Focus on Effectivity
- Generous Listening
- Straight Talk
- Empowerment

Successful organisations are built upon people, behaviours and effective relationships, hence we need to ensure there are opportunities for employees to develop and that secure based leadership is at the heart of the organisation and to embed these values into the ways of working, creating high performance working practices and increased organisational performance.

The seven expectation traits ensure that we have a set of shared core behaviours and culture that delivers the organisation's strategy and core values. They also apply to all roles and levels in the organisational structure.

Acknowledgement:

Thanks to Lucy Webb – HR at Xtrac for her insightful contribution.

ACCEPT ACCOUNTABILITY

We seek and accept accountability; we do not blame others and do not act as victims.

- I am happy to be held accountable for my actions
- I don't blame others or seek to find excuses for my performance
- I accept accountability for my results and use KPIs to drive continuous improvement

TAKE RESPONSIBILITY

We take responsibility for what we do and how we do it. Say what we will do and do what we say.

- I always embed the organisation's core values into my day to day activity
- I operate innovatively but within the business policies and processes
- I personally take responsibility for all my activity

CURIOSITY

We continuously seek new ways of developing through learning from our peers and external economy. We look for distinctions and break our paradigms by challenging the status quo.

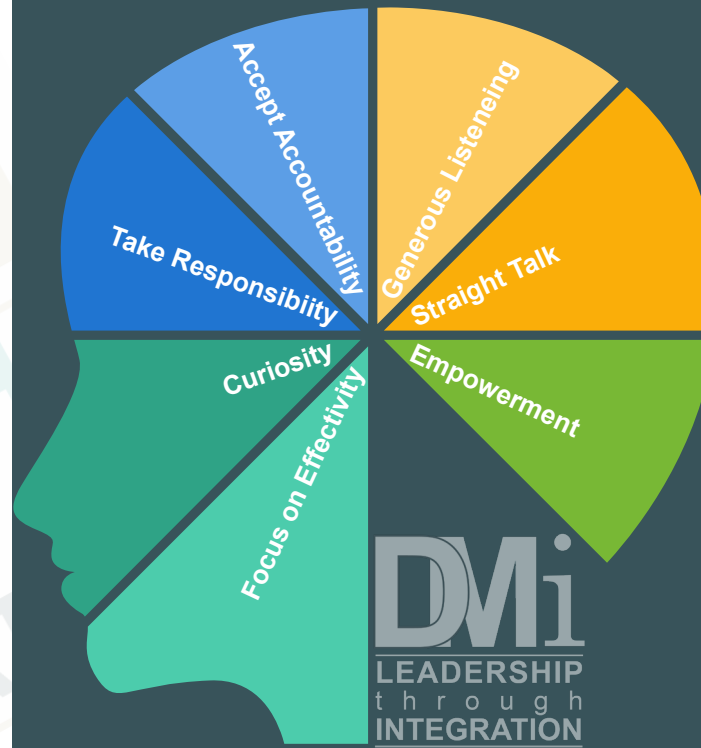
- I actively explore and implement new ideas and ways of working
- I look to be part of change
- I learn from others, peers and situations outside my areas of expertise and often outside my comfort zone

FOCUS ON EFFECTIVITY

We use our resources, time and energy to focus upon the 'right things' not only doing 'things right'. There is a balance of urgency and rigour.

- I focus my time, resources and energy on adding value and avoiding waste of any kind.
- I employ generous (active) listening through verbal and none verbal communication and

The Seven Expectations Model



- work collaboratively as a team
- I make timeliness a key factor in all duties I undertake

GENEROUS LISTENING

We recognise that 73% of communication is none verbal and develop generous listening through our ears and our eyes (body language and behaviour).

- I seek to be present and in the moment all

the time

- I listen for the possibility without judgement or filters
- I listen for the feelings, experience and concerns of others as opposed to thinking about what I am going to respond

STRAIGHT TALK

Generous listening allows us to adopt a particular kind of speaking that we call 'straight talk' and break down the barriers of the 'unspeakable' that are often perceived but are never discussed nor resolved.

- I speak openly, honestly, truthfully and concisely from my own experiences and feelings
- I speak and ask questions authentically and expect the listener to 'assume innocence', I don't try to score points!
- I respect the audience, gauge their understanding of the topic and tailor my communication style to suit the listener and develop a positive and trusting relationship with others

EMPOWERMENT

We create empowerment through the respect for others, secure based leadership, problem solving, training and freedom.

- I feel able to challenge the status quo without fear of criticism
- I take time to think and actively use problem solving tools
- I have developed the trust of my colleagues and feel enabled to make decisions.
- I have built a strong psychological contract with my line manager who allows me to undertake my work accordingly and feel enabled to make decisions.