# WR7 Manage Expectations Transcript

This is video seven of the working remotely connected module. In this video, we continue looking at social and behavioural structure that you can create to make working at home more effectively. And in this video we're looking now specifically at how are we managing expectations of yourself and others.

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Welcome back to the videos, and how did you get on with really recognising your daily routines and what you can do to help create new routines to help make it easier for you to work?

The next thing that we're looking at in our social and behavioural boundaries that we're setting up in the structure, is how do we manage expectations? So what is it you're expecting of yourself and how reasonable is that? Also, does it match other people's expectations of you too? And also vice versa, what are people expecting of yourself and is that reasonable and does it match what you're expecting? So this is where we need to create some clarity, and real understanding. Because quite often what happens is, we've been working nine to five in the office, and we're recording this obviously during the COVID restrictions, it's all been thrown on us and very suddenly to have to work at home and you're having to home-school and all the rest of it, and yet we're still trying to expect ourselves to work a full working day from nine to five and be productive throughout it. And then of course, that's physically impossible because we also have demands for home-schooling if you have children, for juggling around other members of the family also having to work from home. And just the uncertainty and the stress.

Have you actually had the conversation? Because some managers are then saying, well, given all of these other things that are happening, realistically I would only perhaps expect... perhaps, you know, four hours of concentrated work that would be normal at normal performance. And so this is where we want to recognise that we need to be fully cognizant, we need to really have the clarity and the conversations to recognise what we’re expecting and what other people are expecting. Because, are we expecting ourselves to do a one handed handstand when really what people are expecting is for us that we just need to stand on our two feet.

And that's what we want in this session is about: is how do we get that clarity, how do we really have that understanding? And what I'll invite you to do is just pause the video for a moment and think about what are you doing already to manage expectations? What is working already? And what is not working? What’s frustrating for you? What makes things go smoothly and well? What tends to make things sort of stop working so well? So just pause the video for a moment, and have a think about what is it that you're doing at the moment to manage expectations, and how well is that going?

So we want to do some practical actions so that we get clarity: who can do what, where, when, how and why, for example. And perhaps you want to start with a way so that it becomes easier for us to understand it. And we're really recommending, you know

- discuss it openly and agree together and stop over expecting for yourself.

- Stop expecting you can do one handed handstands - I for one certainly can't

– And manage the expectations of others, both for work, and also for home. because remember when you're normally in your home (working space) Sorry, when you're normally in your home environment other people at home expect you to be in home mode, and now of course you're needing to be in work mode. So you need to shift their expectations as well as your own, about when is it actually okay for them to come up and ask you to do something, or to expect you to go and play with them if they are children. So this is all about establishing boundaries.

And we talked earlier about you need to protect your time on your schedule. Well this is really important again here in the managing expectations. This is where you have the conversations about when am I not to be disturbed at all - that's your power hour. You must protect your power hour, so you have undisturbed focus time when you're not even looking at email and no work colleagues, either. That's your undisturbed time. And when everybody knows and understands that actually I can call you anytime at other times it makes it easier for them to know when's a good time to call you, when is a good time to pop in and ask if you'd like to have a coffee if it's someone at home. And this is where you want to have the signs as well to show when you can't be disturbed. So what works for that?

4:35

Think about appropriate expectations: what is appropriate for yourself of what you can realistically get done each day? So that's the amount of work you can do, the things for the family, remembering your exercise and nutrition because we want to be healthy. We need ‘me time’ for renewal. And that's something that more often than not gets dropped off the list and it is critically important because you will not be able to maintain yourself if you're not investing in renewing your energy. So think for example you would not expect to drive from the north tip of Scotland to the southern point of England, John O’Groats to Land's End in Cornwall, if you never refuelled the car’s tank of fuel. So why do we expect that we can do this of ourselves? So, yes, we have a really good desire to do the things and be there for other people. Remember, you must first refuel your own energy, so that you have the energy to give to others. So that managing expectation is managing your own expectations as well, for being able, your own expectations, without having a boundary to your me-time and renewal time.

6:11

So also have a good conversation with your line manager around what are appropriate expectations from work. So this is where you need to discuss with your boss, discover what are they actually expecting of you? Have some clarity about the plans and requirements. What about deadlines? What content? What should you be doing, and by when? Because this reduces your uncertainty about what you should be doing? Have a conversation as well as about, well, now we're working from home, how does my role look? How are we going to interact with other people within the team? And how are we going to be working together? Discuss with your colleagues as well what they're doing because that gets over the worry that they might know something different or they're doing something differently to you, and it helps you all recognise that we're all a bit in the same boat here.

Remember also what are (expecting) appropriate expectations that you can have from family as well.

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If they, if you're usually only working at your workspace, they associate you with being at home meaning you are available for them to do things with them. So this is requiring that shift in expectations and again, having these open and upfront conversations upfront helps you to create a really positive environment, about what we are all expecting from each other. So this is all about managing expectations.

So what I would love for you to do now is to sit down and actually recognise what are the expectations that I have for myself? What do I think the expectations are that my line manager has? And my colleagues have for me? And maybe I can have a conversation and clarify is that right? And, do I need to adjust some expectations somewhere?

And equally have the conversation, just for the moment for yourself, what are your expectations around your family? And what do you think they're expecting of you? And have the conversation around “Let’s have some clarity and focus so we're all on the same page together, and how do we, what would we really like it to be like, for a really good experience for all of us to feel positive about it.”