

Gallup Research and Employee Expectations

The 12 Gallup Questions and the premise behind the book, *First Break All the Rules: What the World's Best Managers Do Differently...*

According to the authors, there are twelve simple questions you can use to measure the strength of your workplace. These twelve questions measure the core elements that are needed in order to attract, focus, and retain the most talented employees.

From page 28 in the book, here are those twelve questions:

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best every day?
4. In the last seven days, have I received recognition or praise for doing good work?
5. Does my supervisor or someone at work, seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow?

In those workplaces deemed to be the strongest, the best employees were able to answer "Yes!" to these twelve questions.

As a supervisor, I need to also ask myself, how many of those who report to me can say yes to those questions?

Expectations in the Workplace

I used to use an online individual assessment called the Work Expectations Profile[®] from Inscape Publishing. It provided a report about the ten expectations that employees typically have about their jobs. Besides salary and benefits, those expectations are:

| | |
|-------------|------------------------------|
| Structure | Expression (meaningful work) |
| Diversity | Teamwork |
| Recognition | Stability |
| Autonomy | Balance |
| Environment | Career Growth |

The report indicated two things about a person's work expectations—how important each one is to him/her, and whether or not their job meets each of those expectations. The report also asked them to consider whether they've spoken to someone at work about any unmet expectations they might have, since unmet expectations are a key cause of employee dissatisfaction and loss of motivation. These ten expectations also map easily to the 12 Gallup questions above.

As an employee, learning what's important to me, and then doing my best to address filling that need for myself, helps me become happier and more satisfied @ work!

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