

Expectations from Self and Others

Section 5

Staff Support



Circle Agenda

Circle Topic	CR Session 5: Expectations from Self and Others
<p>Planning</p>	<p>Send the introduction document from Section 5 in the online toolkit at least 4 days prior to the circle to all participants.</p> <p>Hold a meeting with leadership to prepare for this section and invite the leader(s) to consider the following:</p> <ol style="list-style-type: none"> 1. Look back at the list of the drivers of fatigue and resilience the team brainstormed in Section 4. Notice how many relate to a sense of unclear, unreasonable, conflicting, or assumed expectations. 2. Expectations include a why, what, and how. Effective leaders engage people in conversations to ensure clarity on all three of these components of an expectation. They also encourage employees to ask questions if such clarity does not exist. 3. If you participate in the group, as unclear expectations are discussed, resist the pull to give explanations during the meeting. Thank the participants for describing unclear expectations and offer to work to remove such barriers with your leadership team. If you are not participating in the group, the facilitators may share the unclear or unrealistic expectations that the group uncovered with you. 4. As you explore expectation communication, keep in mind the clarifying the why tips in this handout. <p>For the full leadership preparation document, please visit this page.</p>
<p>Purpose of Circle/ Learning Objectives</p>	<p>We are learning to identify the expectations we have for ourselves and for others and whether these expectations are helpful or holding us back.</p>

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Materials/ Preparation/Time	<p>Time: 45-50 minutes</p> <p>Materials:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Circle kit <input type="checkbox"/> Values and shared agreements created in first session <input type="checkbox"/> 3x5 cards <input type="checkbox"/> Pens <input type="checkbox"/> If doing the bonus activity, make copies of Setting Helpful Expectations handout <p>Set-up: Up to 15 chairs arranged in a circle without furniture in the middle.</p> <p>To consider: Understanding Your Social Location as a Facilitator – Active Bystander Intervention: Training and Facilitation Guide</p>
Welcome/Check-In (5 minutes)	<p><i>"Our expectations of ourselves and the expectations placed upon us can be realistic or unrealistic, helpful or hurtful. They can feed us and inspire us and help us to show up in our lives. If we are holding ourselves or someone else to an unrealistic standard, then we can learn to adjust these expectations."</i> – CR Toolkit</p> <p>(Go-around) Name a small thing you did today that is an example of living up to an expectation you or someone else has for you. (Each person tries to say something quick and different than what has been said already.)</p>
Grounding/Wellness Practice (5 minutes)	<p>Share: Please place both feet on the floor, hands comfortably in your lap and take three slow deep breaths. Think of a place that brings you peace and calm. What do you see when you are thinking about this place? What do you hear as you think of this place? What do you smell? Take another moment to really visualize yourself in this place. When you are ready, open your eyes or bring your gaze back to the circle.</p> <p>If you would like to consider a different grounding practice, please review the mindfulness appendix for additional suggestions.</p>
Review (5 minutes)	<p>Last circle we completed a system drivers exercise looking at drivers of our fatigue and resilience. Today we are going to look at the impact of the expectations we have of ourselves, those we have of others, and the expectations others have of us. If unclear or unrealistic expectations at work arise, we will decide as a group if we want the facilitation team to anonymously share these with leadership for future clarification.</p>

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<p>Guiding Questions (20 minutes)</p>	<ol style="list-style-type: none"> 1. (Go-around) Share an example of an expectation that someone had for you that was “aspirational” – just far enough in front of what you were currently doing to allow you to stretch and find new strengths within yourself. 2. (Partner discussion) Share an expectation you have for yourself in your organization or personally that you think might be unrealistic. What is the impact of that on you and your relationships? 3. (Go-around) Share an example of an unstated expectation that you think someone else has for you. 4. Ask the group to answer one or both of the following two questions anonymously on a notecard. These thoughts will be shared with leadership. Explain that clear expectations state the why, the what, and the how. <ul style="list-style-type: none"> – What expectations need to be clarified to offer consistent and effective care to our patients? One that needs to be clarified. – What is one expectation that might be getting in the way of the best patient safety and care? One that is a barrier. 5. Share Tips for Clarifying an Expectation Concern. 6. (Go-around) As you think about your comments you wrote on your notecard, the unrealistic expectation you stated in the last Go-around, and our conversation last week about your level of control in your work environment, what is one step you could take towards better clarifying the expectations that are troubling to you? What might you need to know or communicate about the why, what, and/or how of the expectation?
<p>Putting it into Practice (5 minutes)</p>	<p>(Go-around) Name a small thing you did today that is an example of living up to an expectation you or someone else has for you. (Each person tries to say something quick and different than what has been said already.)</p>
<p>Closing (10 minutes)</p>	<p>Turning Unrealistic Expectations into Affirmations</p> <p>Share: As our closing, we are going to do a practice from the information document from this section that helps us turn an unrealistic expectation into an affirmation. For example:</p> <p>An unrealistic expectation: I should keep working at a task until it’s at 100%. Affirmation: Don’t let perfect be the enemy of good.</p> <p>(Write on 3x5 card) <i>What is an affirmation you can tell yourself that would counter an unrealistic expectation you have for yourself in your role at your organization?</i></p> <p>Facilitator will collect and read out anonymously.</p> <p>If you so choose, facilitators can compile affirmations into one document and distribute to participants in Section 6.</p> <p>Bonus Activity: Handout Setting Helpful Expectations for personal reflection between sessions.</p>