

## Psychosocial Factor 3

**CLEAR LEADERSHIP AND EXPECTATIONS**

**Clear Leadership and Expectations** are present in a work environment where there is effective leadership and support that helps employees know what they need to do. This also provides employees with explanations about how their work contributes to the organization, and allows employees to be made aware of any impending changes.



## Clear Leadership and Expectations: **Where to Start?**

### Take Action!



**Provide your employees with written performance objectives** early on in the performance management cycle, review the objectives on a regular basis, and discuss issues with your employees before writing their performance evaluation.



**Maintain regular communication with your employees** through bilateral meetings or weekly stand-ups to provide your staff with clear direction on tasks and to ensure they understand how their work contributes to the organization's vision and priorities.



**Inform your employees about important changes** at work before the changes occur, and have open and honest communication, particularly during times of transition and uncertainty.



**Promote and register for training** on leadership skills, effective communication, emotional intelligence and problem solving skills (see Canada School of Public Service Courses listed below).



**Demonstrate to your employees that you are approachable and always available to talk** by maintaining an "open door policy" and regularly asking them how they are doing.

### Additional Resources:

- ♦ Canada School of Public Service Courses
  - ♦ [Having Constructive Performance Conversations \(COR106\)](#);
  - ♦ [Coaching for Effective Leadership \(TRN402\)](#);
  - ♦ [Building and Leading Successful Teams \(TRN438\)](#);
  - ♦ [Developing Performance Agreements and Learning Plans \(COR108\)](#); and
  - ♦ [Performance Management for the Government of Canada \(COR109\)](#)
- ♦ Key Development Programs - [Supervisor Development Program](#), [Manager Development Program](#), [Aspiring Directors Program](#), and the [New Directors Program](#)
- ♦ Government of Canada's [Directive on Performance Management](#) (Directive Statement and Directive Requirements)
- ♦ [Clear Leadership and Expectations - Workplace Strategies for Mental Health](#): Facilitator's Guide, Presentation Slides, Participant handout

To assess each psychosocial factor, you may use the [Organizational-Review Worksheet](#) and [Survey Tool](#) provided by Guarding Minds at Work.

Developed in collaboration with the [Centre of Expertise on Mental Health in the Workplace](#).