Sample Contents to a User's Guide to Working with You

Introduction – Provide a little background information about yourself and your leadership role and responsibilities.

How do I view success – What values underpin your understanding of success? Do you have a leadership philosophy or style?

How I communicate – What is your communication style? What are your preferred methods of communication (in person, email, text, phone)? How do you like to conduct staff meetings, and what are your expectations around staff participation? How quickly do you return emails or text messages? Who should staff communicate with when you are not on the unit?

Things about me that may annoy you – What are some of the things about your leadership style that your staff may misunderstand? What quirks could unintentionally annoy a different personality type (ex. are you introverted? Do you dislike small talk? Do you like to know about your staff member's families?

What gains or loses your trust – What qualities do you value that help build trust? What triggers cause you to lose faith (ex., gossiping, failing to keep commitments)?

What are your strengths – What do you love to do and help others with (ex., coach staff, teach, de-escalate crises)?

What are your growth areas – If you are working on weaknesses that staff can help you with – let them know (ex., develop more tact, be more timely with feedback, reminders about following up on unit problems).

What are your expectations of staff – What do you consider professional behavior? Do you have expectations of your team that might differ from other leaders? What is excellent customer service from your perspective?

What is your philosophy about giving and receiving feedback – How do you provide coaching and feedback (just in time or on a more scheduled basis)? How should staff provide you with feedback if there are problems with the unit? What are your expectations around teamwork and conflict resolution?

Designed using ideas from Julie Zho https://lg.substack.com/p/the-looking-glass-a-user-guide-to