

RVM Construction Insider

Summer 2012

For the Best Construction Outcome:
Solid Ways to Set Clear Expectations For Your Team

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Residential and Commercial Construction Tips and Advice

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Welcome to RVM Construction

For The Best Construction Outcome: Solid Ways to Set Clear Expectations for Your Team

When dealing with the upheaval and stress of a construction project, too often, managers and homeowners seem to lead through mental telepathy. Rather than set and communicate clear expectations - the milestones against which we test our progress - they assume their employees or family members know what to do and how to cope. What results is hesitation, indecision and uncertainty. Healthy teamwork, initiative and productivity go out the window.

Properly setting expectations for employees or family members is a critical dimension in quality construction upgrades according to a huge study of managers undertaken in the 1900s by the Gallup Organization. Below are some tips for business owners on setting clear

expectations that will set standards for excellence and results that can be translated to a home remodel as well.

1. **Start with a vision of what you want the end result to look like.** Not just what you want done, but the results you want to achieve when the project is completed. Communicate this clearly to your team.
2. **Discuss how you define "excellent performance."** Paint a complete picture. Refer to your proposal and change orders. Don't assume.
3. **Keep your focus on the desired outcomes,** not on describing each and every step to follow. Your goal is to guide. Work with the contractor by keeping the focus on what needs to be achieved.
4. **Tie the mission of the department to the job.** People want to know that their role, whether large or small, makes a difference.
5. **Put the expectations in writing.**
6. **Stay on the sideline.** You may be tempted to run in and play the game for a subordinate, but if you do, no one will learn a thing. But notice if they need a course correction.
7. **Give feedback - and often!** Schedule informal review time weekly. Feedback given along the way sounds more like coaching and team building, not like punishment.
8. **Ask for staff members feedback** on how they think the project is going. The more two-way communication, the greater the clarity around the expectations.
9. **Give positive reinforcement** (and don't mix negative and positive). Mention the thing you like and you'll get more of it. Be specific and prompt.
10. **Don't take it personally.** When team members don't perform as you think they should have them look for solutions, not blame.

Use these tips at home and at work for a smoother, faster construction upgrade.

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