Nuggets From the Right Seat

“Experience Driven Advice”

The 4 Levels of Expectations

“When your bosses expectations for you exceed your expectations for yourself, you have a problem or an opportunity.”

**1st Level of Expectations**

**What are your bosses expectations for you?**

1. Find out what your bosses expects from you, operations, emergency, fire station and so on.
2. Find out what is his “purpose” or his perception of the department’s or battalion’s “purpose”.
3. You have to know their style so you can be successful with your boss.

**2nd Level of Expectations**

**Set Expectations for Yourself as a Company Officer**

1. What are your personal expectations?
2. Set high standards for yourself, operationally and firehouse standards.
3. Set goals for yourself. Write them down.
4. Train your firefighters to know more than you.
5. Train to know more than your firefighters.
6. Make no apologies for high standards.

**3rd Level of Expectations**

**What are your Firefighters Expectations for You?**

1. You have to listen and identify your firefighters expectations for you.
2. Have your firefighters do a simple project. Have them get together without you present and have them write down all the traits they believe a great officer should have. Do not have this simple project be about you, rather about company officers in general.

**4th Level of Expectations**

**Expectations for your Firefighters**

1. Write them down and provide them to your firefighters.
2. Be crystal clear-do not live in the “Gray” area.
3. Set the example
4. Hold accountability-Nerve
5. Maintain discipline-Nerve
6. Reinforce expectations through actions and training

**“What you accept in your presence is your standard.”**