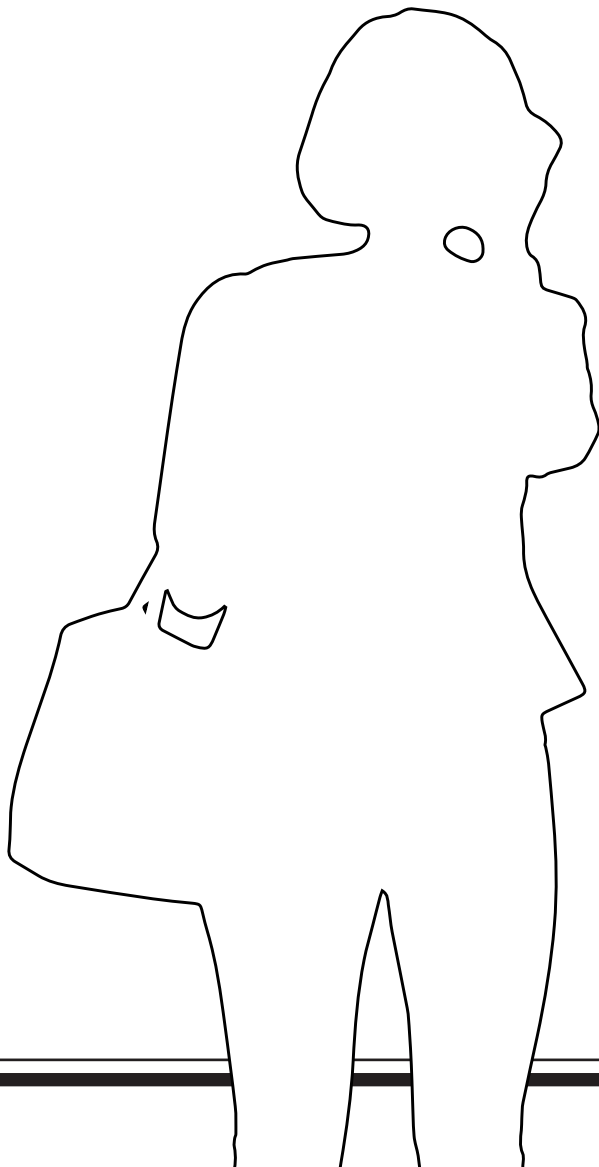


WORKBOOK 1  
**UNDERSTAND  
EXPECTATIONS**



**THE MENTOR'S  
APPRENTICE**  
DOROTHY TUMA

# **THE MENTOR'S APPRENTICE**

## **Workbook 1 – Understand Expectations**

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# The Mentor's Apprentice

## Workbook 1 - Understand Expectations

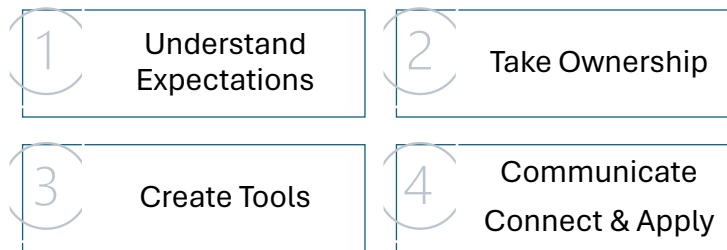
### HOW TO USE THE WORKBOOKS

Using the Mentor's Apprentice and your own experiences as reference points, the workbooks will help you:

1. Gain a deeper understanding of the principles and practices presented in the book
2. Create or adapt the project management tools mentioned in the book
3. Apply the principles, practices, and tools in your own situations.

This workbook can be used as part of a training exercise for a group of people or for individual study. Going through the workbook in a group setting will provide a much richer experience for all involved.

Unlike the book the Mentor's Apprentice, which is written in the form of Bianca's chronological journey, the four workbooks focus on specific principles and practices drawn from wherever they are mentioned throughout the book.



## **The Mentor's Apprentice**

### **Workbook 1 - Understand Expectations**

The workbooks provide individual exercises, discussion questions, a review of specific sections from the book, personal reflection questions and an opportunity for you to identify and plan the specific actions you will take.

The workbooks are designed as fillable documents, so you can either fill in your responses electronically or by hand in a printed document.

#### **WORKBOOK OBJECTIVES**

By the time you both read the Mentor's Apprentice and complete all four workbooks, you will have learned some ways to improve your chances of getting promoted.

You will be able to:

1. Find ways to link your performance to your employer's expectations
2. Identify ways to take and demonstrate ownership of your assignments
3. Create some tools to improve your performance on the job
4. Identify ways to communicate more effectively
5. Think of ways to connect and apply lessons from other areas of your life to your work

**The Mentor's Apprentice**  
**Workbook 1 - Understand Expectations**

**WORKBOOK 1 - UNDERSTAND EXPECTATIONS**

According to the Oxford Learners' Dictionaries, "Expectation" is a belief that something will happen. When an employer hires someone, they have expectations of that employee. An employer expects the hired individual to help achieve the employer's objectives.

In this sense, employers are their employees' customers. Employers expect a good return on their investment in providing employees a means of making a living. If we are to succeed in the workplace, we as employees need to understand exactly what our employers want from us professionally and provide it. There is no need for us to guess at what is expected and there is no room for assumptions. If an employer does not readily communicate their expectations, then in the interests of job security and peace of mind, it is our responsibility as employees to find out.

After completing this workbook, you will be able to find ways to link your performance at work to your employer's expectations.

**The Mentor's Apprentice**  
**Workbook 1 - Understand Expectations**

**1. INDIVIDUAL EXERCISE**

Think of a time in your life when someone gave you something they thought was wonderful or did something for you that they thought you would deeply appreciate, but you had no interest in their offer whatsoever.

a) Who was the person?

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b) What did they offer you?

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c) How did their offer make you feel at the time?

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d) What thoughts came to mind?

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e) What do you wish that person had offered you instead?

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f) How would receiving what you described above have made you feel?

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g) What could they have done to find out what you preferred instead of giving you what they preferred for you?

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**2. DISCUSSION**

Bianca had joined Lincoln Beverages with high hopes, fully expecting to be immersed in an energizing, career-building environment. So far, things had not worked out that way.

Although nervous about her upcoming performance review, tomorrow was her third anniversary at Lincoln Beverages and Bianca was hopeful that her promotion day had finally come!

***The Mentor's Apprentice***

What points of concern do you identify in the above excerpt?

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**3. REVIEW**

**Read Chapter 2 – Get Help in The Mentor's Apprentice.**

a) What did Bianca expect to happen at that morning meeting?

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b) How would you describe Bianca's relationship with her manager, Nicole?

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c) At what point did Bianca realize that the meeting was not going the way she hoped it would?

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d) How did Nicole deliver the bad news?

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e) How might Nicole have softened the blow for Bianca?

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f) Had you been in Bianca's shoes, what might you have done to avoid such disappointing news at your performance review?

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g) Why do you think Bianca did not take the actions you suggested above?

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**4. REFLECTION**

**In Chapter Two, Bianca hesitantly accepts a mentoring offer from Vivica, a Vice President at Lincoln Beverages.**

- a) Have you ever been in a situation at work where you had to look for help with an assignment? If yes, how did you handle the situation?

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- b) Have you ever been in a situation at work where someone offered to give you help? How did you handle the situation?

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- c) Name some specific actions Vivica offered to undertake with Bianca

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d) Identify some specific pieces of advice Vivica offered Bianca

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e) Which of the actions or pieces of advice will you adopt for your professional advancement?

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**5. TAKING ACTION**

**It's important for every employee to understand how the work they do (i) supports company values and (ii) helps the company meet its objectives.**

Bianca, I hope I don't have to remind you that we value our brand image here at Lincoln Beverages. We pride ourselves on our dependability. We do what we say we will do, when and how we say we will do it. While you work on improving your developmental areas, maintaining these company standards is non-negotiable. We expect you to demonstrate your leadership through proactive problem-solving, clear, and timely communication alongside on-time and on-budget delivery. Is that understood?" emphasized Nicole.

***The Mentor's Apprentice***

- a) Create a two-column table that lists your company values on one side and the aspects of your current assignments that support each listed value on the other. Add as many rows as you need to.

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<b>Company Value</b>	<b>Aspect of my assignments</b>
Entrepreneurial spirit	Opportunity to present my ideas on the strategic direction for the products I manage
Leadership and Dependability	Leading my team to implement the 250 ml bottle marketing launch ahead of schedule and under budget.

b) How often do you review your performance objectives and performance with your manager?

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c) Are you satisfied with the frequency with which you currently review your performance objections and performance with your manager?

Yes  No

d) If you are not satisfied with the frequency of review, what actions will you take and by when, to change the situation?

<b>Proposed Action</b>	<b>Completion Date</b>

e) Apart from your manager, who else might be willing to guide you into exceeding your performance objectives?

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f) What actions will you take to obtain the support of the people / person you identified above?

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g) Thinking about your performance at work, list the specific areas where you feel you need support, guidance, or mentoring?

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h) In which areas do you believe your performance is satisfactory or exceeds expectations?

- Performance areas where my performance is satisfactory

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- Performance areas where my performance exceeds expectations

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