

Expectations for Better, Measured Cleaning

Expectations can be self-fulfilling prophecies.

"Treat a man as he is and he will remain as he is. Treat a man as he can and should be and he will become as he can and should be"—Stephen R. Covey, [*The 7 Habits of Highly Effective People*](#)



According to consultant Gregg Ward:

"Most people don't perform well when expectations are unclear. In fact, in the absence of clear expectations, goals or targets, people are more likely to make mistakes, miss deadlines and generally underperform." (Source: [*Bad Behavior, People Problems and Sticky Situations: A Toolbook for Managers and Team Leaders*](#)).

We believe creating expectations around [*Evidence-based Cleaning for Health*](#) is the path to elevating the janitor's role and better outcomes.

<https://indoorhealthcouncil.org/2022/11/14/expectations-for-better-measured-cleaning/>

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