

Expectation Management

Half Day Course

Rating: ★★★★★ 4.9/5



Introduction

Expectation management supports the achievement of workplace goals and is underpinned by clear communication, actionable goals, responsibilities, and clear deadlines / boundaries.

Hamilton Mercer's Service Methodologies™ help people to proactively set and manage expectations.

Learning Objectives

Upon completing this course learners will be able to:

- Fewer misunderstandings and missed deadlines.
- Become a more believable, persuasive, and influential communicator.
- Improve internal communications / working relationships between colleagues.

Audience

People of all experience levels and seniority who manage the expectations of clients, suppliers and colleagues across all communications channels – face to face, telephone and written.

Return on Investment

Performance outcomes include:

- Increased confidence and morale leading to better decisions.
- Greater behavioural consistency, productivity and efficiency.
- Increased ownership and fewer unnecessary escalations to managers.
- Calm, objective approach to solving problems and improving performance.



Course Content

Module 1: Benefits, Barriers & Communication Strategies

Learning Outcomes

- Improve stress management by taking ownership of thoughts / feelings / actions.
- Minimise the chances of feeling personally attacked.
- Avoid unnecessary escalations when interacting with difficult people.

Service Methodologies

- Introduction to Expectation Management
- Clear Communication: Vague Language vs. Certain Language
- When Timescales Can't Be Given...

Module 2: Managing Expectations Responsively

Learning Outcomes

- Select the correct levels of assertion during potentially confrontational conversations.
- Demonstrate a willingness to help by proactively problem solving.
- Identify desired outcomes and validate the practicality / suitability of requests.

Service Methodologies

- Proactively Saying "No" Requests

How to Book

Please Email –
<https://hamiltonmercer.co.uk/node4academy/>
(Places are Limited)

Dates, Locations & Timings

Node4 Derby Office or Live Virtual Training

Millennium Way, Derby DE24 8HZ

Thursday 11th April 2024: 9.15am – 12.30pm

Wednesday 10th July 2024: 1.30pm – 4.45pm

Thursday 10th October 2024: 9.15am – 12.30pm

Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous



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This course is part of the **Customer Service Academy** provided by Hamilton Mercer