

# 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

Tuesday 17<sup>th</sup> December 2024: 13.30pm – 16.45pm

Wednesday 26<sup>th</sup> February 2025: 13.30pm – 16.45pm

Tuesday 29<sup>th</sup> April 2025: 9.15am – 12.30pm

Wednesday 25<sup>th</sup> June 2025: 13.30pm – 16.45pm

Thursday 25<sup>th</sup> September 2025: 09.15pm – 12.30pm

Thursday 20<sup>th</sup> November 2025: 09.15pm – 12.30pm

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



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