

Expectation Management Skills

Half Day Course

Rating: ★★★★★ 4.8/5



Module 1:

Customer Expectations: Awareness, Education & Alignment

Learning Outcomes

- Identify the internal and external factors that shape customer expectations.
- Present important information clearly to educate customers and align their thinking.
- Recognise the early signs of unmet expectations.

Service Methodologies

- Factors Influencing Customer Expectations
- Educating Customers Respectfully

Module 2:

Managing Uncertainty: Transparency, Certainty & Ownership

Learning Outcomes

- Effectively manage people's expectations, even without a concrete timeline.
- Develop strategies to address unmet expectations and turn challenges into opportunities.
- Determine the immediacy of attention required.

Service Methodologies

- Managing Expectations When Timeframes Are Uncertain
- Objectively Validating Urgency

Location & Delivery Style

4th Floor
One Great Cumberland Place
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Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



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