



# MANAGING

# PARENT EXPECTATIONS

**H**ave you noticed an increase in parents' expectations at your school? Do they expect more and more? Have you noticed a culture of entitlement too? Parent expectations continue to grow. Indeed some children have been very successful as a result of their parents efforts and high expectations.

However, some parents can be very difficult when there's a gap between what they expect and their perception of your service delivery. Surely it makes sense to understand how parents form expectations of your school. If you know how the expectations are formed in parents' minds, then you can mould and reset them.

Businesses invest heavily in bridging the gap between customer expectations and the service delivery. It is time for schools to learn how to identify unrealistic expectations. In this breakthrough course, participants discover a proven method of resetting parent expectations.



## KEY LEARNING OUTCOMES

**At the conclusion of this course, participants will be able to:**

- Discuss the #1 communication mistake that causes disappointment
- Admit a weakness as a strategy to help parents gain perspective
- Discover how parents form expectations in their minds
- Describe how a minor promise can lead to a major expectation
- Explain that a strong partnership brings the best results to the students
- Review the best tools to understand expectations
- Discuss how to reset unrealistic expectations
- Find the root cause of parent problems rather than jumping from expectation to expectation
- Blueprint the expectation formulation process
- Build feedback loops to identify hot spots
- Discuss if the parent's perception is a reality
- Offer choices to parents to structure thought

*"If you accept the expectations of others, especially negative ones, then you never will change the outcome."*

**Michael Jordan**

### Would you like to attend this program?

For maximum effectiveness, this program is best conducted as an in-house program.

**Options:** For 10–25 people we recommend the half day or full day version. For 25–100 people we recommend a truncated key note presentation (90 mins – 2 hours)

**Venue:** For your convenience, you can choose to conduct this program at your school. Alternatively, we can provide a training venue at a small additional cost

**Target Audience:** Education Professionals (and non teaching staff)

**Cost:** Price on request.

**If you would like more information on this training program, please contact:**

Preferred Training Networks on 1300 323 752

**Email:** Deborah at [ddear@preftrain.com.au](mailto:ddear@preftrain.com.au)

or visit our website today: [www.preftrain.com](http://www.preftrain.com)



PREFERRED TRAINING NETWORKS