

MANAGING EXPECTATIONS



PROGRAM SUMMARY:

Progressive organisations understand that constantly mopping up areas of customer and staff disappointment is ineffective. Research concurs that it is often more effective to manage the expectations. In this breakthrough course you'll learn how to effectively manage internal and external expectations. You'll also discover a proven service recovery methodology to use when perceived expectations are not met. This course was designed by an organisational psychologist who has researched the setting of expectations for over 25 years. Don't miss out!

KEY LEARNING OUTCOMES:

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

- Understand how customers form expectations in their mind
- Discuss the #1 communication mistake that causes disappointment
- Choose to under promise and over deliver as an expectations management strategy
- Calibrate the robustness of your service recovery system (if you don't have one, book this course immediately as it's saved so many organisations)
- Review the best tools to understand expectations
- Walk the talk
- Find root cause of problems rather than scatter gun symptomatic responses
- Reset expectations that can't be met before disappointment
- Blueprint the expectation formulation process
- Build feedback loops to identify hot spots
- Discuss if customer perception is reality
- Critique strong supply chain relationship case studies

"I have great expectations for the future, because the past was highly overrated."

—S. Stalone

NUTS AND BOLTS

This program can be facilitated at your office.

Guidelines

- **Group Size:** An ideal group size is 6–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Duration:** Course can be adapted to fit your timeframe.
- **Cost:** Upon request.

- **Target Audience:** Course can be developed for supervisors, team leaders and/or senior management.

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

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