



MANAGING CLIENT EXPECTATIONS

"Expectations are premeditated resentments." - Jim Rohn

Managing client expectations is a key part of every successful business. In this training course, you'll learn how to deliver superior customer service, identify and manage expectations, and resolve issues promptly. You'll also discover effective communication strategies to set realistic expectations while building strong relationships with your clients. Through interactive activities, role playing and hands-on practice, you'll gain the skills and confidence needed to handle tough conversations and resolve conflicts in a professional manner. Join us and get ready to become a confident customer service representative.

Key Course Content:

- Understand and achieve expectations set by the organisation
- Communicate effectively with clients, managers and colleagues
- Explain what affects your client's expectation of your product/service
- Understand that each 'moment of truth' with your client can affect future interactions
- Position your organisation as a valued asset to your clients
- Apply active listening and questioning skills
- Describe the importance of service quality
- Discuss the reasons (that the academics agree) why clients will leave for a competitor



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.