



# RESPONDS TO TIMELY EXPECTATIONS

"Time and tide wait for no man." - Geoffrey Chaucer

It is essential to understand the impact of timely responses in addressing inquiries and concerns. This not only demonstrates respect for stakeholders but also enhances trust in services provided. In today's fast-paced world, people have high expectations and expect prompt and efficient resolution to their issues. Explore the importance of meeting and exceeding expectations. By the end of this course, you will have the tools and knowledge to effectively respond to timely expectations and become a trusted leader. Your facilitator will also share tactics on how to reset unrealistic expectations.

## Key Course Content:

- Understanding the importance of timely responses
- Developing effective communication skills to address inquiries and issues promptly
- Building trust with stakeholders through timely and respectful interactions
- Identifying and prioritising key stakeholders and their expectations
- Implementing efficient processes for responding to inquiries and issues
- Continuously improving response times to exceed stakeholder expectations
- Demonstrating a commitment to customer service and satisfaction
- Fostering positive relationships with stakeholders through timely and effective communication



## 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 1/2 -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.