

Managing expectations

90-minute webinar

A lot of us remember being told to 'under-promise and over-deliver', but in reality it can be easy to try to please by making promises that we struggle to keep. Whether it's down to us, or factors outside our control, sometimes whatever the reason we simply can't deliver and this is why it's important to manage expectations from the start. Tackling some of the mindset issues, like 'no news is good news', participants explore the stages of projects and how to set clear expectations from the start, how to keep people updated and how to deliver bad news if needed.

Learning objectives

- Understand the importance of managing expectations in your role
- How to plan effectively to identify problems
- Delivering updates in a timely way and giving estimates
- Giving bad news if necessary, pushing back and saying 'no' where appropriate

Webinar overview

9.00 Welcome, agenda, overview

What are some of the experiences you've had where your expectations haven't been met? It happens in most areas of life. A film isn't as good as the reviews, food isn't as appetising as the adverts and a theme park isn't the day of excitement we expected. Often these things are still good, but by falling short we become dissatisfied. Agenda, objectives.

9.10 Scoping and goal-setting

Understanding your client's goals, whether that's an internal client (eg, a colleague, or your own manager) or an external customer. Clear scoping using effective questioning. Ensuring you clarify these goals and summarise them back in writing using clear language. Making the key deliverables clear. Demo with trainer.

9.30 Over-delivering

Wayne Dyer said, 'it's never crowded along the extra mile'. Finding ways to 'hug' the client and to over-deliver are useful for working relationships and client satisfaction. Participants briefly reflect on opportunities they have to do this.

9.40 Saying 'no' and delivering bad news

Sometimes people can push the boundaries. How to push back and say 'no' when necessary without seeming negative. Ensuring if something is going to take longer that you negotiate the price or project milestones (the 'deliverables') to manage expectations. Sometimes stakeholders will let you down and a project may slip. How can you deliver bad news effectively? Being positive and taking ownership. Being clear if there's nothing you can do. Volunteers practise delivering bad news.

10.05 Handling dissatisfaction

Conflict management skills for when customers become dissatisfied. How to get things back on track. Facilitator shares techniques and participants give ideas from their experience using microphone.

10.20 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

10.30 Close