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## Effective Expectations Management

### Course Overview

#### **The Challenge**

In the final analysis, our claim to project success depends largely on the degree to which we have met the expectations of our stakeholders. It has become clear that mastery of the identification, management and satisfaction of stakeholder expectations is of primary importance if we are ever to have reliably successful projects. But how can this be accomplished? How are we to know what our stakeholders expect? And what exactly is an expectation, anyway?

#### **The Solution**

This short course dives deep into the definition of what an expectation is, reveals how stakeholder Wants and Beliefs interact with the project plan, demonstrates two kinds of expectations and explains steps that you can take to keep stakeholder expectations in alignment with the objectives of the project. You will be taught the use of tools that allow the discovery and management of expectations commonly encountered among stakeholders and team. Topics include:

- Impact of unknown expectations
- How to uncover hidden expectations
- How to listen for stakeholder Wants and Beliefs
- Importance of stakeholder alignment to plan
- What to do when expectations do not match plan
- What to do when expectations do not match reality
- Actions you can take to manage expectations
- Exercises in expectations management

### Who should attend

This course will be of special value to project managers, managers of project managers, functional managers with project responsibility, and Project Management Office staff.

### Prerequisites

This course assumes familiarity with basic project management concepts as well as some experience in the planning and execution of projects.

### Course Information

- **Duration:** 1 day
- **Typical class size:** 6 to 30 attendees
- **Participants receive:**
  - PMP®-certified instruction

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- Student Guide
- Certificate of Participation
- 6 PDUs / Contact Hours in project management education
- **Course I.D. Number:** 3030

## Course Outline

### *Intro*

- Define expectations
- Why they are important
- PMBOK® says
- Roadmap for rest of course

### *What is an expectation?*

- Targets and baselines
- Beliefs and Wants
- Consonant and Dissonant
- Combine with plan

### *How do we manage expectations?*

- Discover them
  - Know your stakeholders
  - Stakeholder Expectations Matrix
  - Exercise: Expectations checklist
- Align them
  - When to change the Want
  - When to change the Belief
  - When to change the Plan
- Listen
  - Watch for unforeseen risk

### *Applying what we just learned*

- Communities Analysis
- Stakeholders list
- Based on what you know:
  - Fill out Stakeholder Expectations Matrix
  - Complaint Analysis

### *Summary and Wrap-Up*

## Learning Approach

- A highly experienced instructor will use interactive lecture format, hands-on exercises, team activities, group discussions and other techniques to drive home the essential points of this material

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- We will build on your prior experience in this topic, while providing you with a structure and vocabulary to use in all of your future projects.
- If you have modest project management knowledge, you will find that the clarity of the material and direct presentation style of the instructor will make the subject matter easy to understand.
- You will receive a Student Guide which will help you follow the material, take notes and retain what you learned so that you can apply it on your job.

### Why should I take this course?

- This course will help you and your project team to avoid much of the turmoil that can hurt a project simply because expectations were not understood.
- ***Effective Expectations Management*** delves into areas of project management that, although seldom discussed, are nonetheless central to project success. Take home a whole new set of tools and techniques.
- Take this course and learn what you can do to ensure that everyone is defining success the same way, and then make that success happen.

### Cost and Availability

We can arrange onsite training to suit your requirements. See our website for the latest pricing information:

<http://www.cvr-it.com>

### Licensing

This course is available under license to qualified Training Providers. We deliver a full set of courseware materials including instructor slides, instructor manual and student guide. Train the Trainer instruction is available to ensure that all providers adhere to the same high level of course delivery. For more information, contact us at

[info@cvr-it.com](mailto:info@cvr-it.com)