

Course ID	Course Title
EXPMGT	Effective Expectations Management
Course Duration	
1 day	
Aimed At	<i>Effective Expectations Management</i> is intended for Project managers, managers of project managers, functional managers with project responsibility, and Project Management Office (PMO) staff.
Prerequisites	<i>Effective Expectations Management</i> assumes familiarity with basic project management concepts as well as some experience in the planning and execution of projects.
Related Courses	<ul style="list-style-type: none">• Project Portfolio Management for Executives (PFMEEXEC, 2 days)
Course in a Nutshell	<p>Our project delivery success depends ultimately on how close we come to meeting the stakeholders' expectations. We must master how to identify, manage, and satisfy stakeholder expectations if we are ever to have reliably successful projects.</p> <p><i>Effective Expectations Management</i> can help you avoid much of the turmoil that results when expectations are not understood or managed. We'll discuss how to define expectations, how expectations operate in stakeholders, how to discover hidden expectations, how to confirm expectations, how to manage expectations throughout the project lifecycle, the impact of expectations that are not aligned with the project plan, and steps that you can take to keep stakeholder expectations aligned with the project objectives. You will also learn how to use tools that allow the discovery and management of stakeholder and team expectations. This course, fully PMBOK® and BABOK® compliant, includes 18 hands-on exercises and facilitated discussions.</p>
Course Benefits	<ul style="list-style-type: none">• Take <i>Effective Expectations Management</i> and learn what you can do to ensure that everyone is defining success the same way, and then make that success happen.• <i>Effective Expectations Management</i> dives 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.
Outline	<p><i>Effective Expectations Management: Introduction</i></p> <ul style="list-style-type: none">• Traditional Definition of Project Success• Real Project Success• The Challenge

- Agenda

Effective Expectations Management: Expectations Management

- Business Value
- Managing Project Constraints
- Managing Expectations
- Managing Projects
- In the PMBOK Guide®
- The Language of Expectations

Effective Expectations Management: Understanding Expectations

- Example Expectation Statement
- Attributes of Expectation
- Stakeholder Expectation: A Definition
- How Expectations Work
- Consonant and Dissonant Expectations
- Intensity
- Why Expectations Are Important
- What We Can Do about Them

Effective Expectations Management: Know Your Audience

- How to Manage Expectations: Overview
- Stakeholder Analysis Tools
- Prioritizing Stakeholders

Effective Expectations Management: Discovering Expectation

- Expectations Identification
- Expectations Discovery Tools
- Expectations Checklist
- Expectations Analysis Worksheet
- Expectations Chart
- Discovering Expectations within Complaints
- Project Team Expectations
- Missed Expectations
- Continual Discovery
- Confirming Expectations

Effective Expectations Management: Initiation: Setting Expectations

- Setting Customer Expectations
- Vendor Expectations
- Alignment with the Project
- Points of Project Alignment
- SOW / Charter Content

Effective Expectations Management: Managing Expectations

- Tracking Expectations
- Management Options
- Project Manager Options
- When the Project Manager Must Act
- Preventive Actions
- When Expectations Are Not Met

Effective Expectations Management: Managing Expectations during Planning

- Include Stakeholders in Planning
- Quality
- Requirements
- Respond to Unreasonable Requirements
- Responsibility Assignment Matrix

Effective Expectations Management: Managing Expectations during Execution and Close

- Periodic Confirmation of Requirements
- Status Reports
- Issue Management
- Formal Change Control

Effective Expectations Management - Wrap-up: Recap and Discussion

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