



Corinium  
Training

## Managing Customers Expectations

Duration: 1 day

### Whose is this for?

Aimed at anyone providing a service to internal or external customers who wishes to find out what their customers really want and deliver it.

### Content:

- Discuss what the drivers and resistors of change are, organisationally, as well as personally.
- Looking at the mindsets and behaviours that support change
- Using the Change Curve to support ourselves and our teams through change.
- Being able to articulate the change mantra for a current change and articulate to others the change journey that they are on, why it is happening and what they need to do.
- Looking at stakeholder mapping and how to treat different groups of stakeholders during change to be most effective

### Delivery:

We can deliver this course either on a 1:1 or Group basis with a choice of virtual or face to face delivery (we can even tailor the content to suit your culture, values, branding etc)