



# How to keep the Elephant on the path: Manage Project Expectations

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# Agenda: the 4W's

- What to expect?
- What can happen to project expectations?
- What makes project expectations realistic?
- What can we do to manage project expectations?



# What do you expect from...

- The project?
- Your team?
- The cooperation partner(s) and other stakeholders?



# What can happen to project expectations?

- Behaviour
- Prioritisation
- Standards
- Results

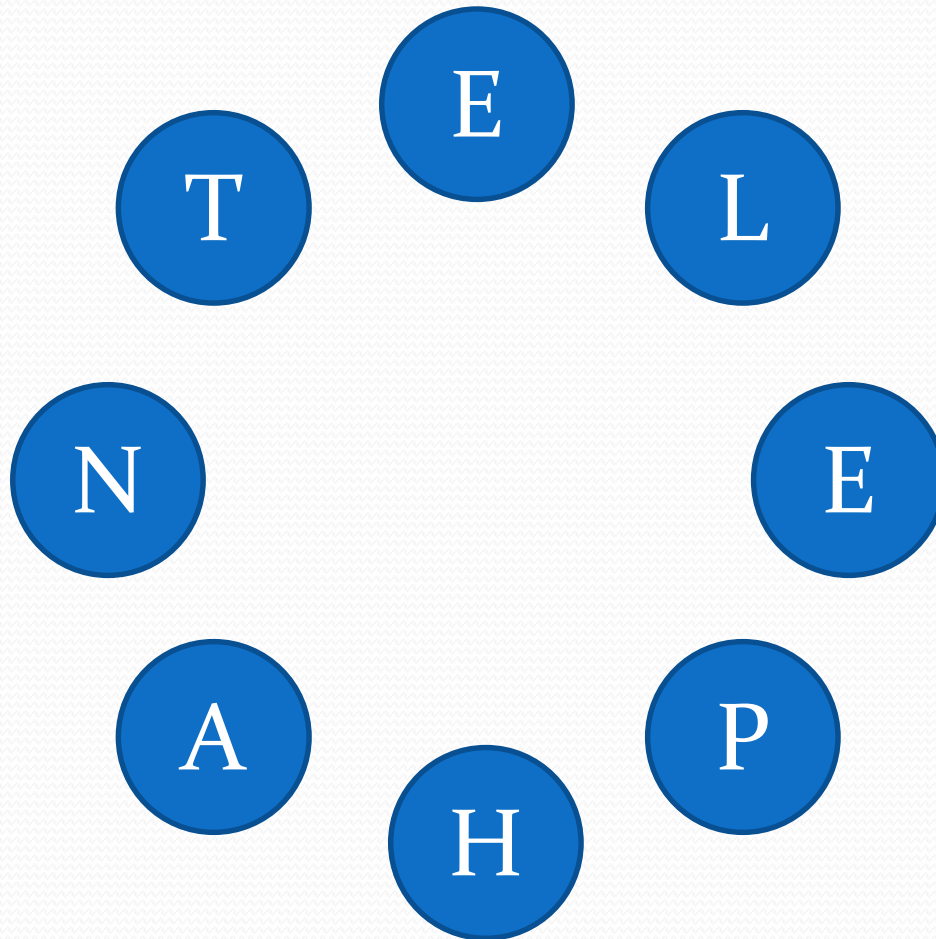


# What makes project expectations realistic?

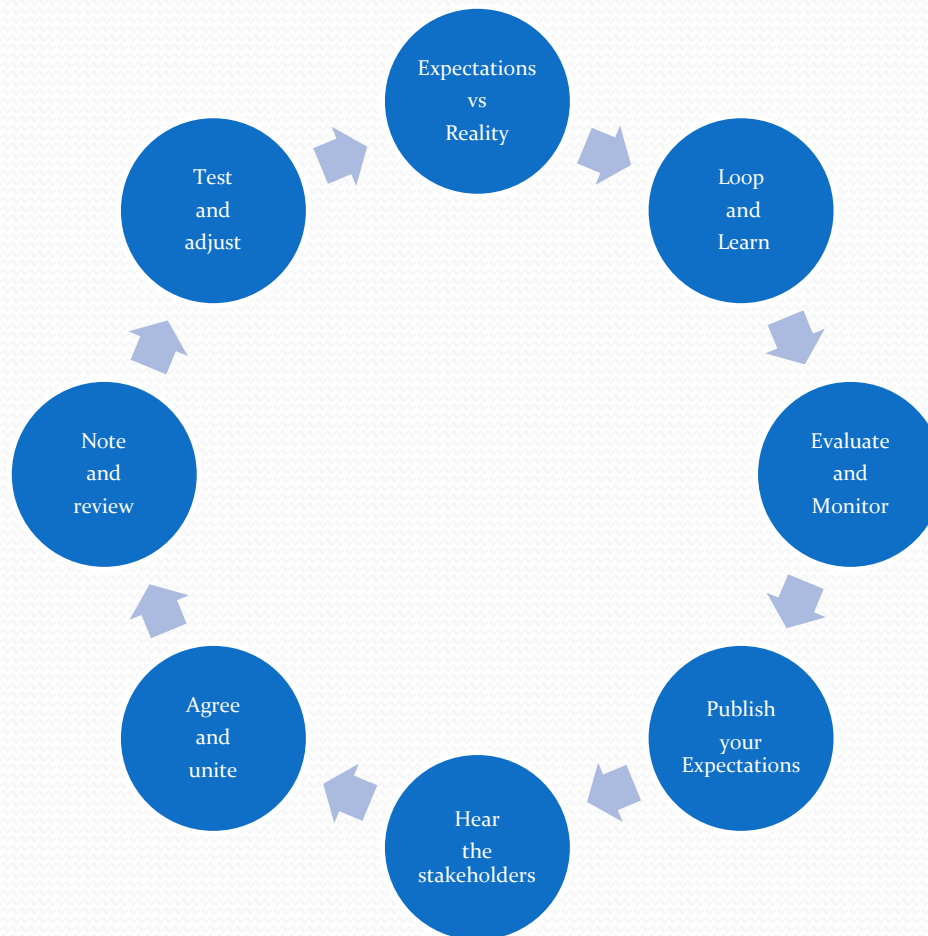
- What is your vision?
- Effective communication
- Feedback and adjust accordingly



# Keep the Elephant on the path



# Keep the Elephant on the path



# Your Project Expectations

- Whose expectations do you want to manage and why?
- What types of expectations are most important in this situation?
- What is especially challenging about this situation?
- How can you manage expectations and overcome the difficulties using the ELEPHANT?
- How will you remember to consult the ELEPHANT?!?





# Your Project Expectations

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P  
H  
A  
N  
T

Make <sup>your vision</sup> cultural priorities

implicit expectation  
social

explicit

allow a new view

Loop & Lower expectation  
Involve all 'Stakeholders'

expectation

Manage Expectations



If you fail to plan expectations,  
you are planning to fail expectations!

