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LEARNING OBJECTIVES

1. Discover tools to identify expectations from different (and often time competing) sources.
2. Understand the nuances and gradations of service delivery that balances both internal and external customers.
3. Learn the needed skills to manage the overwhelm along with the combination of abilities required to meet expectations.

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4 SIGNS YOU ARE OVERWHELMED


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What are the overly demanding, out of this world expectations?


- Customer Expectations
- Supervisor Expectations




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Check your assumptions



Other's expectations



Success requirements

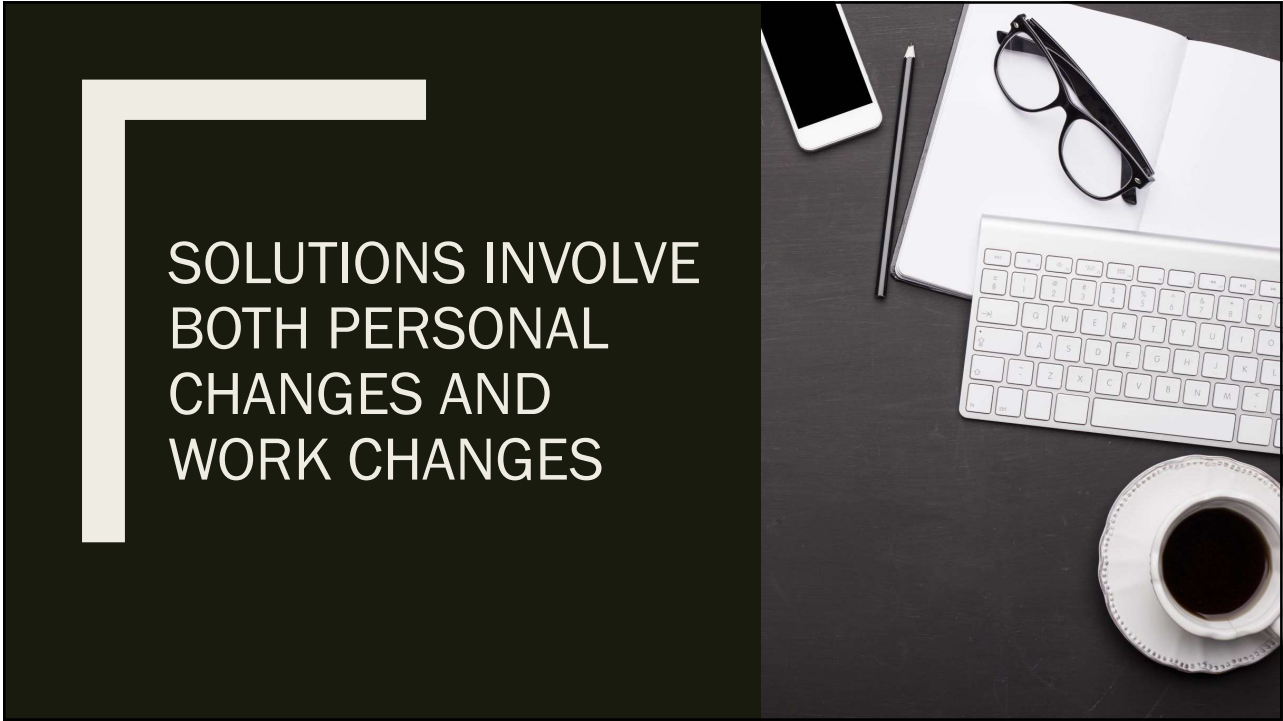
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All this talk is overwhelming! Take a breath...

- Start with taking slow breaths (it's better to focus on slow rather than deep breathing).
- Slow breathing helps you stop panicking and take a more long-term focus as it activates the brain's prepare-and-plan mindset.
- If you focus on breathing *out* like you're blowing up a balloon slowly, your breath *in* will naturally regulate itself.



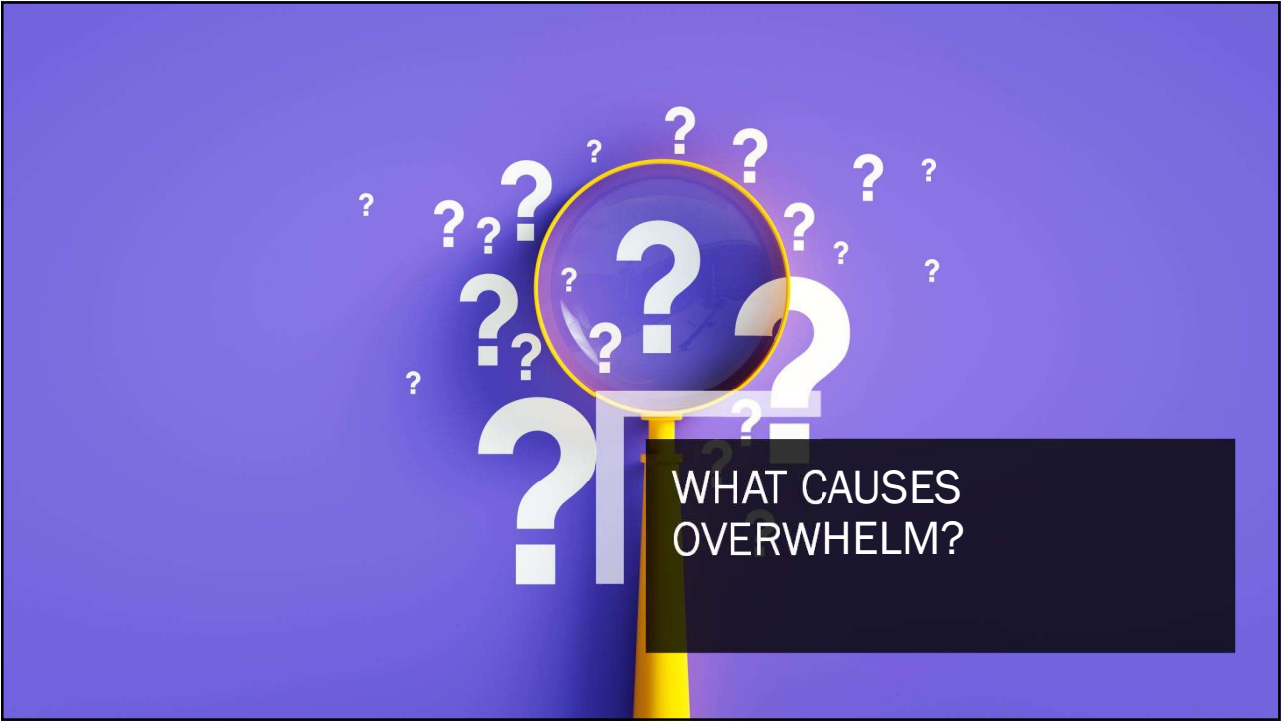
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WHAT DOES OVERWHELM
MEAN TO YOU?

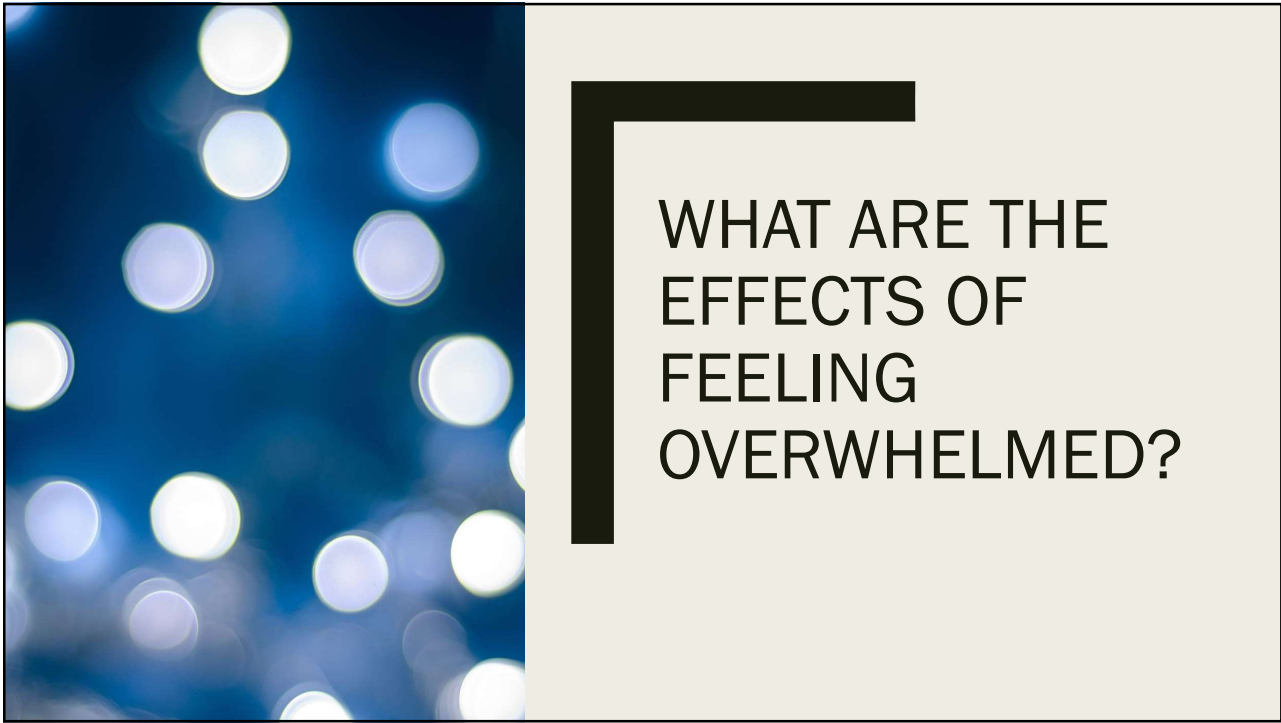
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Handling unrealistic expectations at work

Tips include:

- Consider your customer's expectations and your supervisor's expectations – do they match?
- Buddy up with coworkers to reach the goals
- Communicate and get feedback
- Streamline your work flow
- Establish priorities and get approval

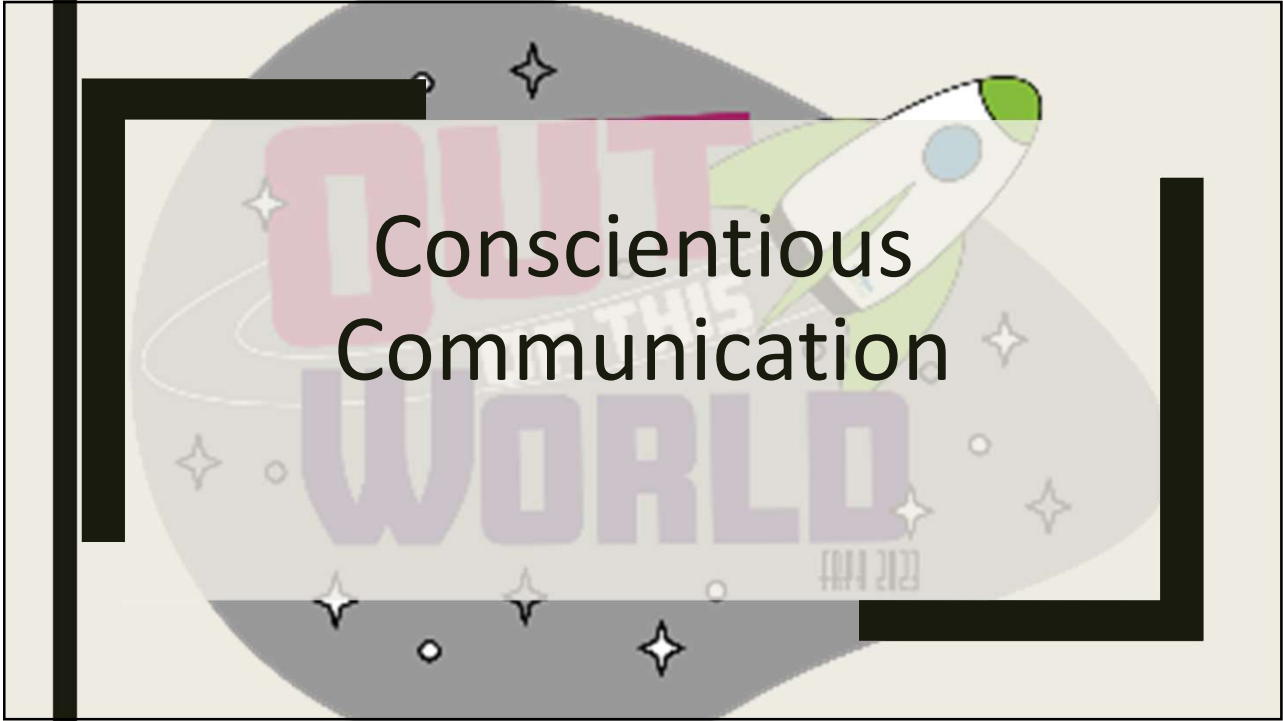


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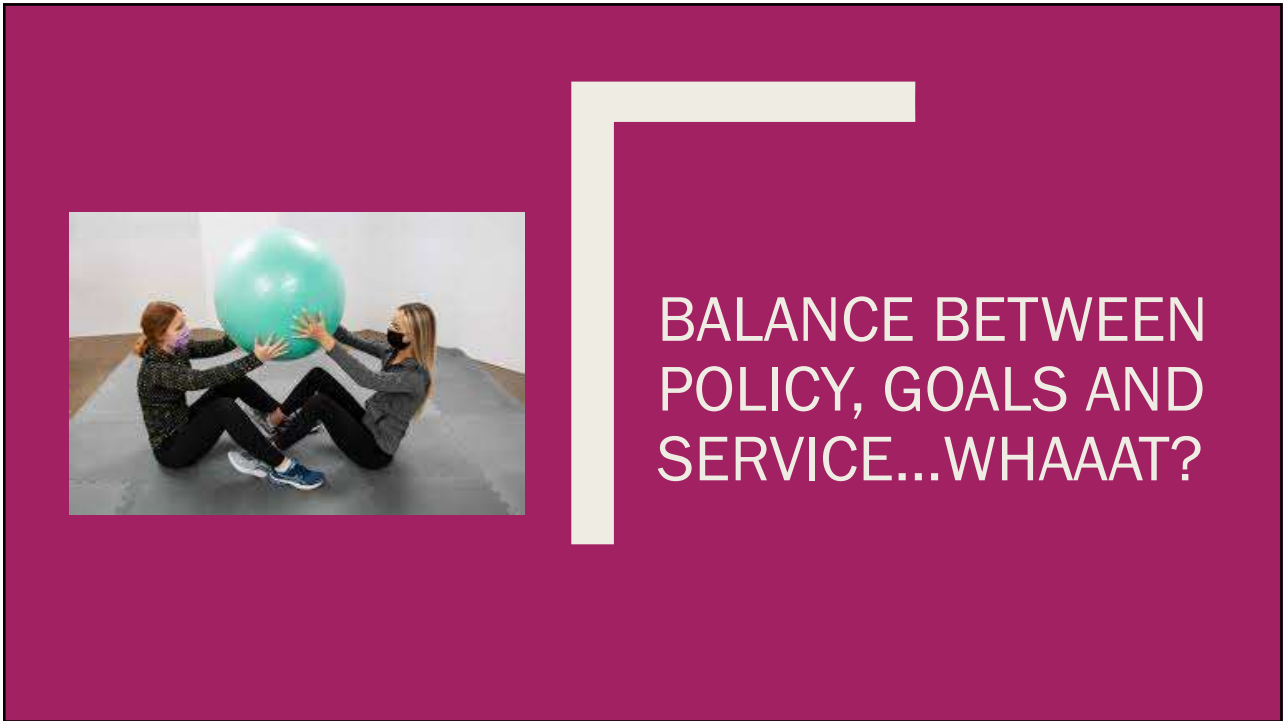


BUILDING
RELATIONSHIPS
THAT ARE OUT
OF THIS WORLD.

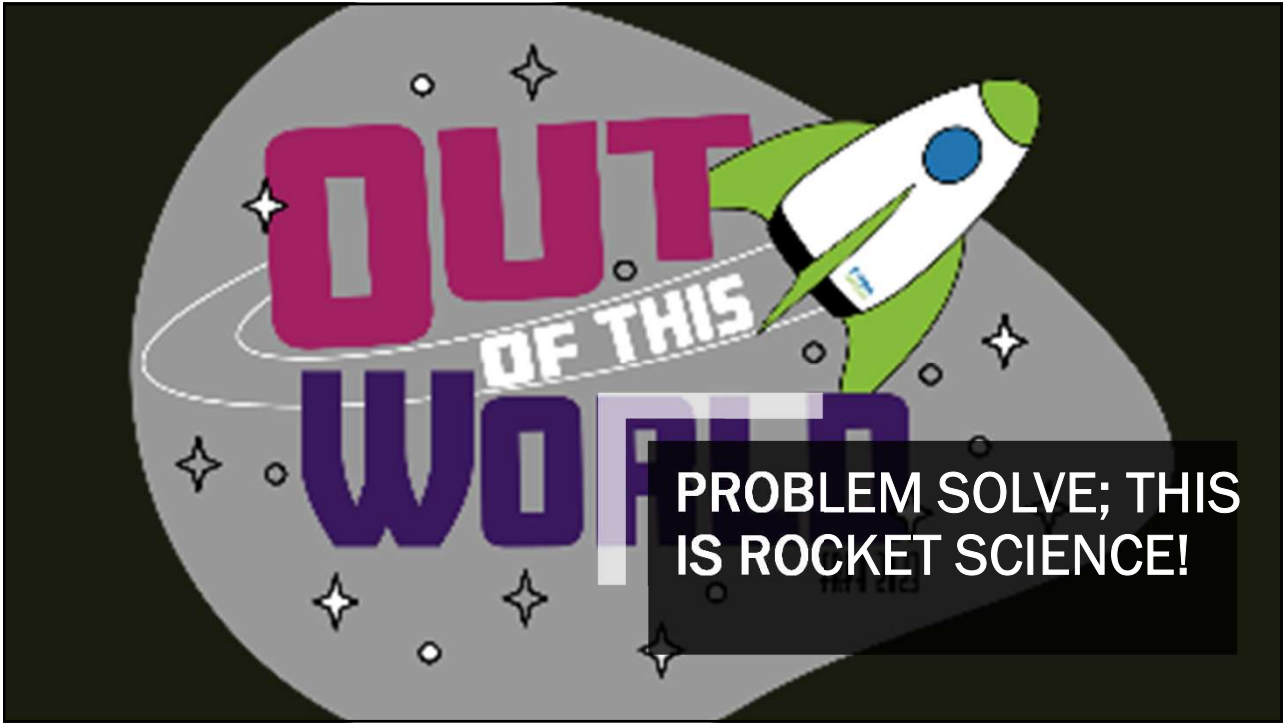
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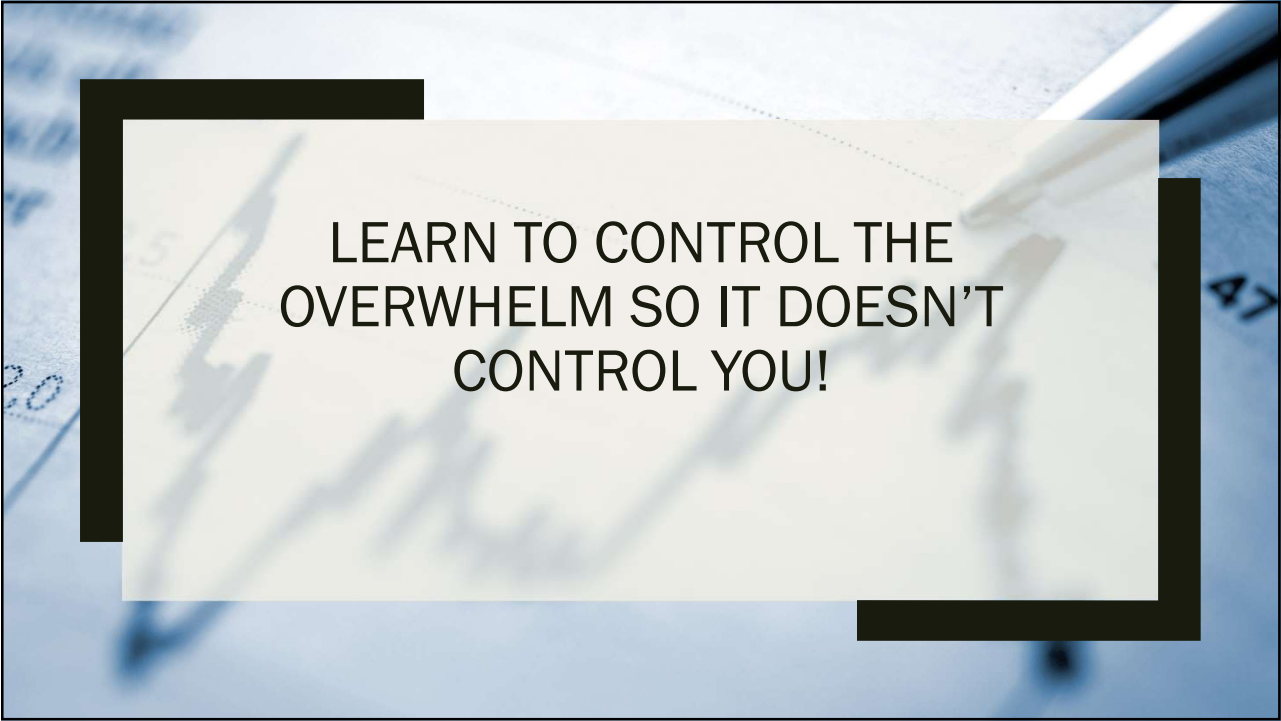
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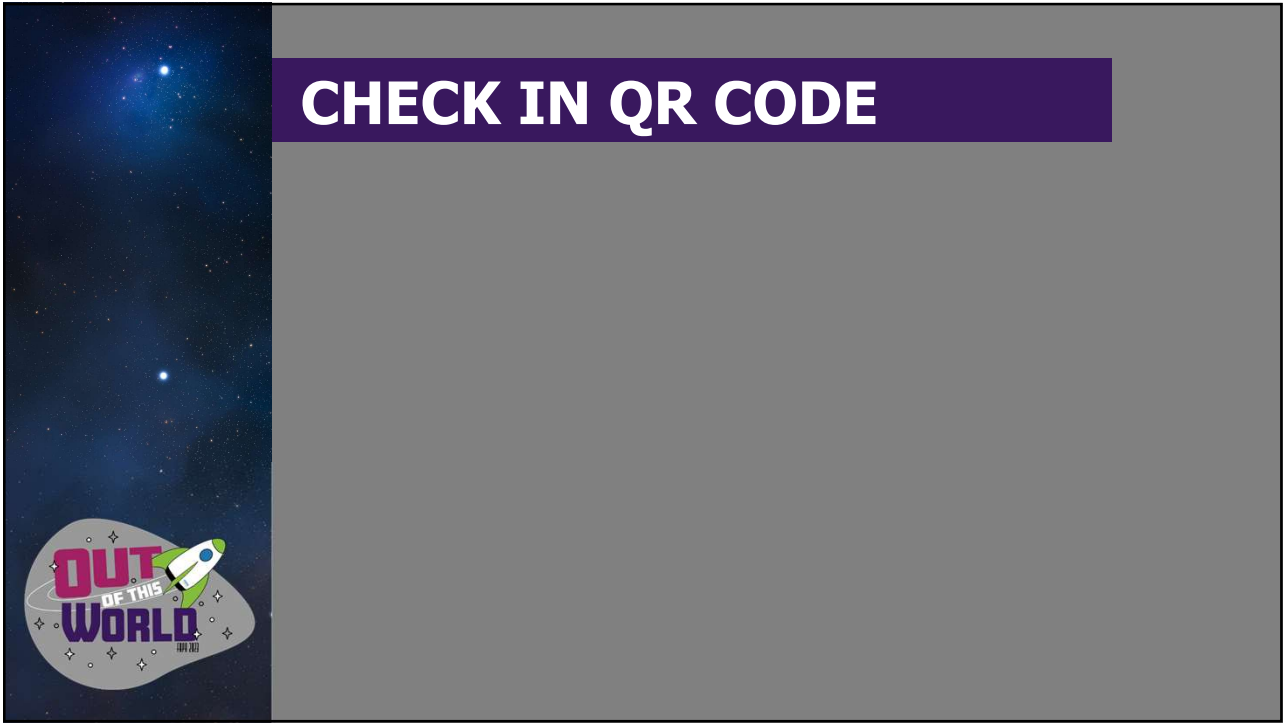
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