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Managing expectations

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The art of managing expectations is essential for the compliance officer as he/she works to navigate the choppy waters of daily compliance program management and address unexpected complex risks. Understanding the value of managing expectations, and then structuring initiatives and processes with that concept in mind, will assist in achieving successful outcomes in the workplace. In previous columns, we discussed the need for compliance professionals to work with subordinates to establish and monitor performance outcomes to achieve goals and provide a basis for employee success. This discussion will focus on tips for the compliance officer in managing expectations on projects with internal or external clients.

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