Fundamentals Video Tutorial Series

Available as part of the Fundamentals subscription service, HPCaccess™, the video tutorial series includes dozens of 4 to 8-minute videos covering nearly all of the most common Fundamentals.

Each tutorial is written, presented, and produced by our founder, David Friedman, the creator of the entire Fundamentals System. The series also includes discussion guides for each Fundamental that can be used as the foundation for more in-depth exploration of the Fundamental and its many facets.

Discussion guide questions for:
Get clear on Expectations.

- How do you think “happens” around our language can contribute to misunderstandings about expectations?
- Can you name at least 8 phrases we often use that are vague and that contribute to these misunderstandings?
- How does this Fundamental relate to honoring commitments?
- What role does your voicemail greeting play in setting expectations?
- What do we mean when we say that “people judge us not by what happened, but rather by how it compared to what they expected to happen”?
- Why is it important both to “set” and “ask for” expectations?
- Can you think of a situation where a misunderstanding occurred because you had a different expectation that someone else? What happened and how might this have been avoided by using this Fundamental?
- What should you do if you fear that a customer, or even a co-worker, might have unrealistic expectations?
- How might this Fundamental be used to create clarity around action items coming out of a meeting?
- How might you seek more clarity about expectations, without coming across as being pushy or obnoxious?