
By Gerry Donohue

Reality Check

How to deal with **unrealistic**
contract expectations

If you allow a client to enter into a project with unrealistic expectations, there's a good chance that somewhere along the line those expectations will go unmet.

But be careful: In today's litigious society, that's sometimes all it takes to land your firm in court.

"The only thing you need for a claim is a disappointed client," says Karen Erger, vice president and director of practice risk management at Lockton Companies in Kansas City, Mo. "The specific circumstances of each case differ, but that disappointment is often at the heart of the claim." >>