

# Handling Complaints

## One Day Course

### Who will benefit

This course is designed for individuals looking to learn, enhance and practice complaint handling techniques. The content and activities are tailored to suit your specific environment. The focus can be on telephone or face-to-face communication, or both.

### Key Learning Modules Include:

#### Nature of Complaints

- Why people complain?
- Who complains?
- What people think of complainers?
- What is the correct attitude towards complaints and handling complaints?

#### Listening Skills

- What types of listeners exist?
- What are the advantages and disadvantages of each listening type?
- What is Active Listening?
- How does Active Listening help you handle complaints better?

#### Handling Complaints

- What types of complainers exist?
- What are the best strategies to deal with each type of complainers?
- What should you be aware of when dealing with each type to prevent the encounter from becoming unproductive?

#### Complaint Handling Scenarios

- What are the common challenging scenarios when handling complaints or serving customers?
- How to handle aggressive complainers?
- How to stop people from using others as an audience when complaining?
- What to avoid when handling complaints to reduce the likelihood of confrontations?
- How to deal with slow speakers?
- How to manage careless remarks?

#### Assertiveness Skills

- What is assertiveness?
- How to be assertive?
- How does assertiveness differ from aggressive or passive behaviour?
- How to construct your sentences to express yourself assertively when responding to complaints?

#### Body Language

- What are the critical postures and gestures to observe when handling complaints?
- How not to appear defensive and confrontational?
- What postures to use to make the other person feel calm and cared for?
- What body language signals best suit your assertive style of communication?