

Handling Complaints Training Course Description

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 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 behavior?
- 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?

By the end of this course the delegates will be able to:

- Hold a **positive attitude towards complaints** and appreciate how they benefit organizations.
- Use **Active Listening** techniques when handling complaints to help **establish rapport** and leave a positive impression
- Respond to **common challenging scenarios** and handle complaints in an efficient manner
- How to **communicate assertively** with customers when handling complaints for a win-win outcome
- Increase the effectiveness of your communication with others using **body language**