

- *Do staff need to feel more confident dealing with complaints?*
- *And develop effective techniques to handle difficult conversations with customers?*

The Course

Finding a positive outcome to a complaint is important for the on-going relationship between company and customer. The course looks at skills that allow a problem to be viewed objectively, dealt with sensitively and solutions found that meet both customer and company / employee needs.

Objectives

- Participants will better understand why complaints escalate
- Will learn new strategies to deal with complaints
- Practice hearing difficult messages
- Learn how to effectively negotiate positive outcomes with customers

The Course Includes...

- A look at complaints, why they arise, the costs and benefits
- An understanding of unmet needs in driving customer complaints
- Active listening and elements of effective communication to help deal confidently with complaint situations.
- Negotiating outcomes and finding solutions with customers

Course Format

The courses are delivered using a varied mix of formats – information giving sessions and discussions; games to demonstrate concepts; and a chance to put it all into practice. It would be useful to hear about your organisation's complaint experiences in order to tailor the course.

About Us

Community Accord is a mediation service based in Bradford, established in 2003. Our approach to problem solving is based on listening and the interest-based negotiation techniques we apply in situations with our clients, working with individuals, housing associations, local authorities, health services and in workplaces.

For more information...

Call us on: 01274 223313, or *Email:* info@communityaccord.com