

Handling Conflict and Complaints

Duration: ½ or 1 day

The course has been designed as a half a day module. If required this can be extended to 1 day to include aspects of assertiveness or added as a 'bolt on' to the advanced telephone techniques course.

This course is designed for individuals who deal with complaints and conflict, either over the telephone or face to face. It provides the necessary knowledge and skills to be able to deal with these situations in a confident and professional manner.

The course can be run as a separate module or incorporated into the advanced telephone techniques course if appropriate.

The course focuses on the individual challenges when handling conflict, and achieves this through the completion of a questionnaire, group discussions/experiences.

Who should attend this course?

The course has been designed for individuals that spend a significant part of their day handling complaints or dealing with customer conflict.

Course Objectives

At the end of the course delegates will be able to:

- Identify how they currently handle conflict
- Give two advantages in handling conflict
- Handle conflict effectively
- List the techniques to use
- List the do's and don'ts for handling complaints

Course Outline

- Management of differences inventory (MODI) questionnaire
- Handling conflict
 - When does it occur?
 - Advantages of managing conflict
 - disadvantages of avoiding conflict
 - do's and don'ts for handling a conflict situation
- Handling complaints
 - Definition of a complaint
 - Do's and don'ts for handling complaints