



## Complaint Handling Training

Customer service is only possible if you are able to effectively handle customer complaints. Customers who complain offer the company a chance to resolve issues, show exceptional service and retain loyal customers. When pressed by angry or upset customers, many employees fail to act professionally and in a strategic manner. Learning the methods and tools available will empower employees when it comes to complaint handling within your organisation.

This training course teaches employees how to handle difficult customers and customer complaints. It will help trainees to see customer complaints as opportunities and identify issues that can lead to complaints. They will also be able handle complaints efficiently and satisfy customers who complain.

## **Course Overview**

We will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### **This workshop will help you teach participants to:**

- Learn the nature of complaints.
- Recognise the essential skills and qualities required to effectively handle customer complaints.
- Gain skills in building relationships and engaging with customers.
- Demonstrate empathy while maintaining control over the conversation.
- Develop skills in listening and asking questions to understand the needs of your customer.
- Resolve difficult customer emotions.
- Effectively resolve typical work-based complaints.
- Create an action plan by using complaints to improve.

## **Complaints as a Gift**

First, we will begin by understanding what complaint is and why customers complain.

## **Skills And Qualities For Handling Complaints**

Next, participants will learn the importance of handling complaints effectively and recognize the skills and qualities required for it.

## **Build Rapport and connect with your customer**

Here, we will help participants how to use conversational language to their advantage and create a successful interaction with their customers.

## **Create Trust Credibility and Respect**

This session will help participants know the importance of building trust with their customer.

## **Effective Handling of Customer Complaints**

In this session, participants will learn the complaint handling techniques to defuse anger and other emotional responses.

## **The Right Compensation**

This session will help participants to decide when, how and how much compensation to provide during a complaint. They should learn to solve first, and then compensate last.

## **Think Independence and Power**

This session will help participants to learn how to act more on their own without always having to speak with a manager. We will show them how to act with confidence.

## **Action Planning**

Lastly, participants will also learn how to improve their complaint handling processes and look for other ways to reduce the amount of complaints they receive.

## **Workshop Wrap-Up**

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725