

## HANDLING COMPLAINTS

DURATION:

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



### INTRODUCTION

Businesses of today are all geared up to take that “quantum leap” to catch up with the ever changing, all this happens at a price. Staffs need to keep up with the change and some changes come with a price, sacrificing the quality of service. This leads to unsatisfactory experiences which in return come back as “Complaints”. This program aims at addressing those complaints in a professional manner.

### BENEFITS

At the end of this program, participants would be able to:

- Understand what complaints really are
- Approach a complaint rather than shy away
- Handle it to the best of their ability before escalating or “Tai-chee”
- Use methods in this program to solve complaints

### KEY CONTENT

#### MODULE 1 - WHAT IS A COMPLAINT?

- Understanding a complaint
- Why do people complain?
- What provokes or invites complaints?

#### MODULE 2 - IS COMPLAINT A BAD THING?

- Complaints are a “gift”
- Impact of complaints to the industry
- What happens to our customers?
- Understanding how a complaint spreads
- Does it matter who caused it?
- Triggers and Escalators
- Types of complainers

#### MODULE 3 - WELCOMING AND DEALING WITH COMPLAINTS

- What is needed of you when facing complaints
- Quick wins for complaint handling

- Communication is a tool
- Using the **7 Steps** approach
- Applying **LAST**

#### **MODULE 4 - ALL IS NOT LOST**

- Time to go the “Extra Mile”
- How to “WOW”
- Best practices to adopt
- Complaint to compliment

#### **AUDIENCE**

Employees of all levels, especially client facing staff.

#### **METHODOLOGY**

This is a highly interactive experiential learning programme, where participants are to learn through actual doing and experience. Key learning points of effective team performance are to be delivered through practical activities, group sharing and videos.