



# **Dealing with Conflict & Complaints**

## **About the Course**

### **Designed for**

This course is designed for anyone who is in a front-line position with direct customer contact that deals with conflict and complaints.

### **The Aims of the *Dealing with Conflict & Complaints* Course**

The trainee will learn how to recognise the unmet expectation of a complaint, learn basic skills of dealing with conflicts and complaints, learn how to identify communication barriers and learn tools for overcoming conflict and complaints. Full scope as per the course outline below.

### **Pre-requirements**

None.

### **Teaching Approach**

The teaching approach contains a blend of lectures, practical exercises and group discussion and interaction.

### **Course Material**

The majority of this course is spent with a set of interactive exercises and projects so that those attending gain a firm understanding of dealing with conflict and complaints. Professionally presented course notes are provided and these may be retained for reference afterwards.

### **Duration**

This training program is one-day in duration.

## **Course Outline**

### **Expectations as the Root of All Conflict and Complaints**

What Expectations Were not Met?  
Using Expectations as a Tool to Prevent Conflict and Complaints  
Conveying the Impact of Unmet Expectations

### **Basic Skills for Dealing with Conflicts and Complaints**

Listening Skills  
Effective Communication Skills  
Problem Solving Skills  
Interpersonal Skills  
Persuasion Skills  
Customer Service Skills  
Integrity

### **Communication Styles as Barriers to Dealing with Conflicts and Complaints**

The Communication Styles Matrix  
Examples of Communication for Each Style

### **Tools for Dealing with Conflict and Complaints**

Get to It First  
Silence is Golden  
Thank Them  
Empathize  
Brainstorming  
Fishbone Diagrams  
Applying Conflict Styles  
The Interest-Based Relational Approach