



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

Powerful Actions in Complaints Management

Building rapport, friendly professional relationships, work satisfaction, meaningful interactions, and celebrating successful outcomes – these are some of the reasons why we enjoy going to work.

There are however times when we are involved or need to deal with conflict, how successful we are in dealing with these interactions will also depend on how willing we and the other party are to reach a workable resolution.

Below are some suggestions to consider.

What are the 5 ***Most Powerful Actions*** that you can take to?

- Enhance the customer experience
- Improve the customer experience
- Make a difference in someone's life
- Improve staff morale

Suggested Actions:

1. Build trust through actions – not just words
2. Listen – Don't be defensive. Be mindful we may not like everything we hear, however the process of listening may assist us in understanding the other parties situation or concerns.
3. Show compassion/empathy – ask questions in a conciliatory tone i.e. what, when, who, how and finally ask – how would you propose that the situation is resolved?

4. Respond appropriately – try not to be defensive we may hear things that we either don't agree or may want to challenge however try and stick to the facts. This is the point in time when our emotional intelligence and all our training come into play.

5. Act to resolve and repair the relationship – show through your actions that you are actively working to resolve the customers concerns and regain their trust.

Conflict is not always easy however there is always a workable solution to many complaints this will take time and a willingness to resolve the matters at hand.

For a specific training session tailored to your organisational requirements please call Steve on +61 418313303 or email Steve steve@proactivecm.com.au for a free discussion or check out our web site for more information, you can find us at www.proactivecm.com.au

***“It isn't the complaint that the customer remembers, but the outcome”
Isadore Sharp***