



PROACTIVE COMPLAINTS MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT



Available Training

- *Complaints Training*
- *Conducting Effective Negotiations*
- *Understanding and Working with Difficult Personality Styles*
- *Risk Management and Community Care*
- *Balancing the Rights of Residents in Aged Care Homes*
- *Mandatory Reporting - Elder Abuse*

Complaints Training

- The Objectives of a Complaints System;
- Definition of a Complaint;
- Effective Communication;
- Why would a Complainant complain to an external party;
- Assisting the Complainant to achieve their goals ;

- What does a Customer expect;
- 8 Step Resolution Process

Conducting Effective Meetings

- How can we make meetings more productive;
- How do we decide when to meet and when not to meet;
- Should meetings have a goal;
- The need to assign roles for participants;
- Ground Rules for Conducting a Meeting;

Understanding and Working with Different Personality Styles

- 4 Distinct Personality Styles;
- Each participant will receive a detailed evaluation of their own personality style;
- How to deal with different personalities during a dispute;
- How to frame questions so that you are heard;

Conducting Effective Negotiations

- Different types of negotiations;
- Understanding the other party's concerns;
- Understanding what is your BATNA;
- 9 Steps to a negotiated agreement;
- Identifying tactics during negotiations ;
- Win-Win. Is this achievable;
- Understanding your negotiation style;
- Position Vs Interest;

Powers of Attorney

- The Different Powers of Attorney;
- What each Power of Attorney Means;
- What decisions can be made on behalf of the individual;

- The role of the Office of the Public Advocate;
- Elements of Informed Consent.

Balancing the Rights of Residents in Aged Care Homes

- Quality of Care Principles;
- User Rights Principles;
- Charter of Residents Rights;
- Strategies to good open communications;
- Care Plans ;
- Duty of Care.

Elder Abuse

- Definition and forms of Elder Abuse;
- Overview of requirements for approved providers to report suspected instances of abuse;
- Reportable assaults;
- Missing residents and the role of police and the Complaints Investigation Scheme.