

Rightrack ... a little bit of magic

Complaints Handling Skills
a 1 day programme



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Overview

This short complaints handling skills training programme develops participants' skills in handling the widest variety of customer complaints. The programme may be requested in a format for predominantly telephone or face-to-face contacts, or a combination of both.

The programme is prepared to cover all types of complaint so that participants develop skills and confidence to deal with virtually situation they are likely to encounter. This includes how to deal with angry and abusive customers.

The content is very practical and provides a process that can be easily implemented by new and experienced staff alike. The programme can also include your complaints handling policy and procedures as appropriate.

Who Should Attend?

The programme is flexible and can facilitated to cover a range of experience levels. Those new to the role are exposed to a broad range of learning while the more experienced are focussed on more advanced elements.

By the end of the programme participants will:

- Have learned the importance of handling complaints professionally and reliably
- Have a greater understanding of the situation that many complainants may be in and a better appreciate what triggers unreasonable or difficult customer behaviour
- Be able to respond to a complaining or angry customer with empathy and patience
- Know when, and how to say 'Sorry' to customers
- Have learned how to use appropriate words and tonality to when dealing with both face-to-face and telephone complaints (as appropriate depending on the delegate roles)
- Understand how to deal with an angry customer in a calm and productive manner
- Know how to adapt their own personal style and experience to develop rapport as part of an influencing strategy
- Have learned essential assertiveness skills and how to use them to influence complaining customers
- Be able to resist the unreasonable or unacceptable pressure of over-demanding and persistent complainants



- Have developed a strategy to present solutions and information persuasively in such a way as to achieve the best outcome
- Have set out a personal plan for continued improvement

Programme Content

- Welcome, introductions and programme objectives
- Group exercise to explore the situations that many complainants may be in and the reasons behind their complaints
- Understanding customer behaviours using transactional analysis and how to deal with different behaviour traits
- Understanding what triggers customers to unreasonable or difficult behaviour and how to deal with the angry customer
- The tools we have at our command to help the situation
 - Words we can use / avoid
 - Tonality / showing our personality through the use of the tone of our voice
 - Using body language to show you care
- The process for dealing with complaints (using the clients own complaints handling process)
 - Face-to-Face (as appropriate to the client)
 - Over the telephone (as appropriate to the client)
- How to use your own personal style and experience to develop rapport with a customer
- Understanding the different behaviours such as aggression, assertiveness and passiveness
- Assertive communication skills to deal with difficult situations, aggressive or passive customer behaviours
- A strategy to present arguments, data or information in such a way as to persuade, influence and inform
- Know how to follow company policies and procedures in a customer-friendly way
- Individual and group action plans



Programme Style

The style of the programme is to engage and energise, with minimal lecture and maximum interaction. We aim to leave people feeling inspired and to make a real difference to your organisation.

Activities include:

- Group discussion
- Sharing of experiences
- Individual and group exercises
- Use of the Phone-Coach Training System – see below
- Use of the client complaints handling policy
- Structured input from the trainer/s on models and techniques
- Facilitation by the trainer
- We do expect delegates to have fun and enjoy themselves whilst learning

Phone Coach Telephone Training System

If the delegates are dealing with telephone complaints, then to enhance the effectiveness of this programme we will use the use of the highly effective Phone Coach telephone role-play recording system. This allows delegates to learn by hearing themselves practising on relevant situations.



Wherever possible, Righttrack use Phone Coach training equipment to make role-play and practice as realistic and effective as possible. The Phone Coach network includes six pairs of phones each connected to a tape recorder; this allows delegates to review their work and to understand how they can make changes to improve their telephone 'image'.

Of all the requests by delegates following a programme using the Phone Coach, the most common is to have more time allocated to role-play! It really works as an effective training tool!



Rightrack Membership: Post-Programme Support

Everyone who attends a Rightrack programme automatically receives Rightrack Membership. This allows them to contact their trainer if they have questions or are having difficulties putting into practice what they have learned. They also have access to our dedicated delegate website, which includes downloadable programme materials. This is valid for life.

Additional Information

What is the programme duration?

The programme is delivered over two days at a time to suit you. The timings are usually 9.00 a.m. to 5.00 p.m. with refreshment breaks and lunch.

Who will the facilitator be?

The training specialist will be hand-picked by each customer's personal project manager to ensure their style, approach and industry knowledge is matched with both the organisation and the audience.

Where and when is the training?

The programme is either delivered at your premises or a venue of your choice. When is entirely up to you, we can work with you to agree suitable timings.

How many delegates can attend?

This programme can readily accommodate small groups of six delegates or less and up to a maximum of 12. Please call us to discuss larger group sizes.

What materials are available?

All delegates receive workbooks and handout notes, notes are downloadable from the Rightrack website (see Membership) as well as a personalised certificate of attendance.

To review the success of Rightrack projects visit the website to review client case studies:

<http://www.rightrackconsultancy.co.uk/about-us/case-studies/customer-service-training-casestudies.php>

