

COMPLAINT HANDLING SKILLS

“Learn skills and techniques to turn-around customer complaints faster, easier and more effectively.”

Why you should attend

This half-day **complaint handling skills** live online training will help you answer customers' comments, concerns and complaints in person, online, letter, email and phone.



Key learning points include:

- How to respond to customer complaints and feedback correctly
- The right way to deal with complaints – on the telephone and in writing
- Using the PACES model for complaint handling best handling
- How to use your complaint process and escalation process
- How to give bad news – being up-front and using empatju
- Regain the customer's goodwill and how to measure it
- Handling unhappy customers – practical things you can say and do
- Putting things back on a positive track

How you will benefit

This highly practical training course will benefit all customer-facing staff, whether they are dealing with internal or external customers. You will gain more techniques and the confidence to use them.

About the trainer and course format

This course will be delivered by an experienced trainer with a real expertise and knowledge in complaint handling and customer service. The course will be informal, engaging and include many practical activities.

Live online half-day training course: price: £95 plus VAT per person.

£195 per person for one-day classroom workshop, minimum three participants, plus travel costs.

email@brilliantcs.co.uk

Complaint Handling Skills

- ✓ Two 90-minute modules live online*.
- ✓ Sixty-minute eLearning module.
- ✓ Expert trainer with subject matter expertise.
- ✓ PDF manual for reference.

Suitable for both live and online situations.

Identifying the best response to complaints

- The importance of complaints to you and the customer
- Using the PACES model for complaint handling
- How to give bad news and keep the customer's goodwill

Handling complaints on the telephone

- Opening the call while being tactful and diplomatic, and some useful phrases
- Putting the customer at ease – some things you should never say or do!
- Handling unhappy customers – practical things you can say and do

Choosing the right words and tone when handling complaints

- Learning to phrase difficult messages – using prompt sheets
- Getting the right voice tone and pitch
- Negotiating solutions when you are at fault

Responding to complaint emails and letters; online reviews

- How to respond to customer complaint emails and letters
- Choosing the right structure for your response and answer
- Sending the right message – what your email could be saying about you



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