

COMPLAINT HANDLING AND CONFLICT MANAGEMENT

Training course offered by VETTA Communication (Pty) Ltd.



OBJECTIVES

What is the cost of complaints to business? Complaints dealt with positively win over customers and enhance the survival of the organization. Complaints are however often handled negatively and poorly with troublesome issues deflecting resources from 'real work'. Understanding how to manage complaints efficiently, handle conflict, take responsibility and deal with customers professionally are the key ingredients of this practical workshop.

COURSE CONTENT

Complaints and the organization

- Why handle complaints?

Understanding complaints

- What is a complaint?
- Sources of complaints
- Benefits and dangers of complaints

Understanding customers

- Their perspective
- Their perception
- Their expectation
- Dealing with and understanding their emotions

Dealing with conflict

- Understanding the source of conflict
- Understanding the relationship between conflict and the organization
- Professional handling of conflict

Developing a complaint handling process

- People and the process
- Customer care competencies

Documentation, telephone and email skills

- Handling documents and turn-around time
- Capturing and responding to complaints telephonically or via email

Taking ownership

- Roles and responsibility
- Ways to improve

Understanding failures and how to avoid them

- Impact and causes
- People and system factors

Workshop suitable for all sales and administration staff handling complaints and dealing with customer conflict

COURSE DETAILS

Duration: 1 day

Date: 2011

Time: 08h30 - 16h30

Cost: R1766.00/person excl. 14%VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

Venue:

This workshop can also be presented at your premises

Book on line www.vetta.co.za or contact 086 111 VETTA (83882) or *Email:* info@vetta.co.za



VETTA Communication (Pty) Ltd.
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"Passion colours everything it touches"

