



## complaint management - PACOCOMPLAINT ©

objective	To improve the effectiveness of complaint management through the improvement of complaint management skills and handling
target group	All employees wishing to improve their knowledge and skills related to complaining customers
topics	<p>What is a complaint?</p> <p>What is the relation between quality and a complaint?</p> <p>What is the cost of a complaint?</p> <p>What are the basic skills in complaint management?</p> <p>How to be assertive?</p> <p>differences between assertiveness and aggression usage of the NDESC-model</p> <p>10 steps in complaint handling</p> <p>How to handle</p> <p>telephone complaints face-to-face complaints written complaints?</p> <p>How can I positively influence the communication climate?</p> <p>Advantages of positive mindset, empathy, mirroring, kiss, visualising words, permissive environment</p> <p>Set up of complaint management process and procedures</p>

Auditing of complaint management:

When is a customer satisfied about my complaint management?

Cases

provided by attendees

duration

2 days