

Course Title Complaint Handling

Who should attend? All Staff

Overview What types of calls can be difficult and how to handle them

Duration 1 hour

Course Content

- 1) Types of difficult calls
- 2) Voice
- 3) Words to use & avoid
- 4) The way it is
- 5) Defusing skills
- 6) Dealing with complaints
- 7) Role play
- 8) Questions