

Dealing with
the issues to
solve
the problem

Seeing
complaints as
chances to
enhance
relationships
with team
members

Managing Complaints

Purpose

Managing Complaints shows managers and team leaders, often the first to hear team member complaints, that although the complaint may seem unimportant, each should be addressed and resolved.

This program describes how to resolve simple complaints and identify the hidden agendas that so often underlie the chronic grievances.

Objectives

Participants completing *Managing Complaints* will be able to

- Understand why all team member complaints must be dealt with rather than ignored or dismissed.
- Be more sensitive to all the problems—major or trivial, real or imagined—that can lie behind complaints.
- Understand techniques used to determine underlying problems, which are not always the same as those the team member thinks are responsible for his/her difficulties.
- Use various techniques to solve such problems while maintaining a positive relationship with the team member.

The Training

Offered in Classroom, Online, or Blended Formats

Classroom Time: 4 hours, Online Time: 2 hours

Supported by realistic video, PowerPoint and participant workbooks

Leader's Guide plus pre- and post-training tests and applications tools

