

Managing Complaints

Dealing with the issues to solve the problem

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.

Offered in Classroom, Online, or Blended Formats.

Classroom Time: 4 hours

Online Time: 1.5 hours

Solution

Seeing complaints as chances to enhance relationships with team members.