



## Handling **Complaints & Difficult Situations**

How would you like to have a job where you're showered all day with gifts and opportunities *and* you get paid for accepting everything graciously? If your job involves fielding complaints from both internal and external customers, "trouble shooting" or mediation, this seminar gives you new tools for success when handling complaints.

By viewing a complaint as a "gift" *you* take control of a potentially negative situation and change it into something positive. Whether you use the complaint as an opportunity to correct a mistake, satisfy a customer, positively promote your company or to just make someone feel good about your product or service the control you show when handling complaints makes you a very valuable person in any organization.

Understanding why people behave the way they do when they have a complaint is the first step to handling the complaint in a way that satisfies everyone. This seminar provides specific skills to determine the thinking behind the behavior and shows participants how to reach a desired result. Through small-group role-playing and specially-designed materials, participants learn and practice the following:

### **4-hour Session:**

- Words to use and words to avoid
- The reasons why individuals *don't* complain (and the impact their silence has)
- How to remain and maintain calm in an emotional situation
- The importance of making a customer feel welcome to come back even after they've lodged a complaint
- The "profitability" of handling complaints appropriately
- How to prevent complaints

Because of this program's focus on positive outcomes, this is a great session to follow our Excellent Customer Service Program.

**Call today for more information about these exciting programs!**  
**800.577.4293**

*These sessions also offered in Spanish.*