



Certificate in Effective Customer Complaints, Management and Resolution

► Upcoming Sessions

26-30 Aug 2024	Online	\$3,950
09-13 Dec 2024	Online	\$3,950

► Training Details

Online Training Course Overview

Our Certificate in Effective Customer Complaints Management and Resolution training course is tailored to provide participants with the vital skills and knowledge required for proficiently handling and managing customer complaints. Recognizing that customer complaints serve as invaluable feedback and can greatly influence an organization's reputation and financial performance, it becomes imperative for businesses to address complaints in a professional manner and strive for satisfactory resolutions. This course offers practical insights and strategies aimed at adeptly managing complaints, bolstering customer relations, and elevating the overall customer experience.

Online Training Course Objectives

By the end of this online training course, participants will be able to:

- Understand the importance of effective customer complaints handling and its impact on business success
- Develop and implement a structured complaint handling process
- Identify and address the root causes of customer complaints to prevent recurrence
- Apply conflict resolution and de-escalation techniques to handle challenging customer interactions
- Utilize feedback loops for continuous improvement in complaint management
- Enhance customer satisfaction and loyalty through effective complaint resolution

Designed for

This online training course is suitable to a wide range of professionals but will greatly benefit:

- Customer service representatives
- Frontline staff interacting with customers
- Customer support teams
- Supervisors and team leads
- Managers responsible for customer service and satisfaction
- Quality assurance and process improvement specialists
- Anyone interested in improving their skills in customer complaints handling and management

Learning Method

This Anderson online training course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The facilitator will provide interactive presentation that incorporates slides, videos, group discussion, and practical exercises to examine all aspects of the topic.

► Training Details

Day One: Introduction to Customer Complaints Handling

- Overview of the course and its objectives
- Importance of effective complaint handling
- Types and sources of customer complaints
- The impact of unresolved complaints on businesses

Day Two: Complaint Handling Process

- Developing a complaint handling process
- Steps in effective complaint resolution
- Setting realistic expectations for complaint resolution

Day Three: Root Cause Analysis

- Identifying the root causes of complaints
- Fishbone (Ishikawa) diagram technique
- Pareto analysis for prioritizing issues

Day Four: Conflict Resolution and De-escalation

- Understanding conflict in complaint situations
- Techniques for de-escalating customer emotions
- Conflict resolution strategies
- Handling escalated complaints and when to involve supervisors

Day Five: Continuous Improvement and Feedback

- The importance of feedback loops in complaint management
- Establishing a feedback system
- Key performance indicators (KPIs) for complaint handling
- Using customer feedback for process improvement
- Course wrap-up, certificates, and closing remarks

► The Certificate

An Anderson e-Certificate will be provided to delegates who attend and complete the online training course

► INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae



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