

TRAINING AGENDA- CUSTOMER COMPLAINTS MANAGEMENT

1. Topics covered during the training:

- Basics of Customer Complaint Management
- Objectives in Customer Complaint Management
- Stages of Reacting To Complaints
- Practical Communication & Receiving Complaints
- Person-focused Approach In Customer Contact
- Individual Improvement In Receiving Complaints
- Practicing Typical Complaint Situations

2. The theory:

- Customer Complaint Management
- Internal Communication Processes
- Communication Models
- Customer Approach

3. The practicalities

- Improving service, ensuring customer relations
- Avoid gaining a bad reputation
- Achieving customer satisfaction