

COMPLAINTS HANDLING, RESOLUTION & COMPLIANCE FOR OPERATIONAL EXCELLENCE



International School
Of Management

— UNLOCKING KNOWLEDGE —

INTRODUCTION



A satisfied client or customer may be less valuable than a complainant. Operations team is usually the part of business most indicted in all business or organisational complaints because of its relevance to stakeholders' interests but depending on the structure of an organisation, this team exists either separately or as a part of another group of teams.

However, there is the operational part of every business or organisation, institution or governments. There is an Operations team, desk or personnel in every establishment, whatever the scope, industry or size because robust strategy is inefficient on its own, neither will good implementation automatically result in operational excellence.

This course is designed as an exposition to the importance of operational aspect of organisations and the appreciation of the Nitti gritty of operational processes in every setting. It explores the superlative definition of operational errors that trigger complaints before they become failures.

Candidates will have a better understanding of the philosophy of complaints, derivation for the different stakeholders and the critical purpose they serve in business continuity because lack of complaints of any sort at all would imply the end of an organisation.

Business owners, managers, heads of operations and their team need to understand this reality and approach complaints in a different way other than regret, pity, blame and punishment. When received appropriately and resolved correctly within existing control system, complaints are sources of invaluable opportunities and competitive advantages.

Designed in practical workshop format for business owners, managers and the entire operations team, this course is a three day exposition on technical treatment, ethical approaches, legal implications and psychological understanding of complaints and their resolutions for optimum benefits and increased customer satisfaction.

LEARNING OUTCOMES

By the end of this complaint training course, participants will have:

- Better technical and psychological understanding of complaints
- Developed superior knowledge for seizing complaint opportunities
- Recognised the key skills and qualities needed to handle customer complaints effectively
- Built skills in building rapport and engaging with the customer
- Demonstrated empathy whilst maintaining control of the conversation
- Established the customer's needs through questions and listening
- Defused difficult customer emotional responses
- Resolved typical work based complaints effectively
- Developed skills for converting complainants to supporters
- Gained good skills for training others to handle complaints better.

COURSE OUTLINE

Day 1:

- Nature, Sources and Types of Complaints
- Importance of Complaints
- Acceptable versus unacceptable frequency of complaints
- Why complaints are mistaken
- Complaints as Feedback and triggers
- Complaints as opportunity for improvement
- Change of paradigm about complaints
- Implications of constant or unresolved complaints
- Encouraging complaints
- Complaint Resolution as a competitive edge

COURSE OUTLINE (Cont'd)

Day 2:

- Complaint Resolution Systems
- Complaint Data Analysis
- Complaint Resolution Processes
- Troubleshooting for complaints
- Types of Control systems
- Control and Compliance policies
- Abuse of power and ambiguous punishment
- Check and Balance system
- Whistleblowing
- Agreements and Force Majure
- Ombudsman
- Complex complaints and resolutions
- Arbitration versus Litigation
- Voluntary compensation versus court action

Day 3:

- Understanding Compliance and Control for complaints
- Compliance and Control in Manufacturing versus Service
- Control and Compliance as Strategy
- What to Control and Comply with
- Function of regulators, control and compliance teams
- Limits of Control
- Ethics
- Measure of variances in compliance and correction
- Implications of Variances
- Enforcement and Discipline
- Waivers and approval systems

REGISTRATION & ENQUIRIES

Date : 3 days

Registration : N10, 000 (non-refundable)

Tuition : N210, 000

FOR FURTHER ENQUIRIES, PLEASE CONTACT:

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