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Complaints management

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1. Challenging dialogue situations

2. Challenging dialogue partners

3. Dealing with complaints

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What matters

Communication
Behaviour
Relationship
Empathy



Techniques
Tools
Methods

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Present yourself

1. Who am I?
2. What do I do professionally?
3. What else would I like to say about myself?
4. My goals in this workshop?

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Working round 1

Please discuss the following 3 topics in the group:

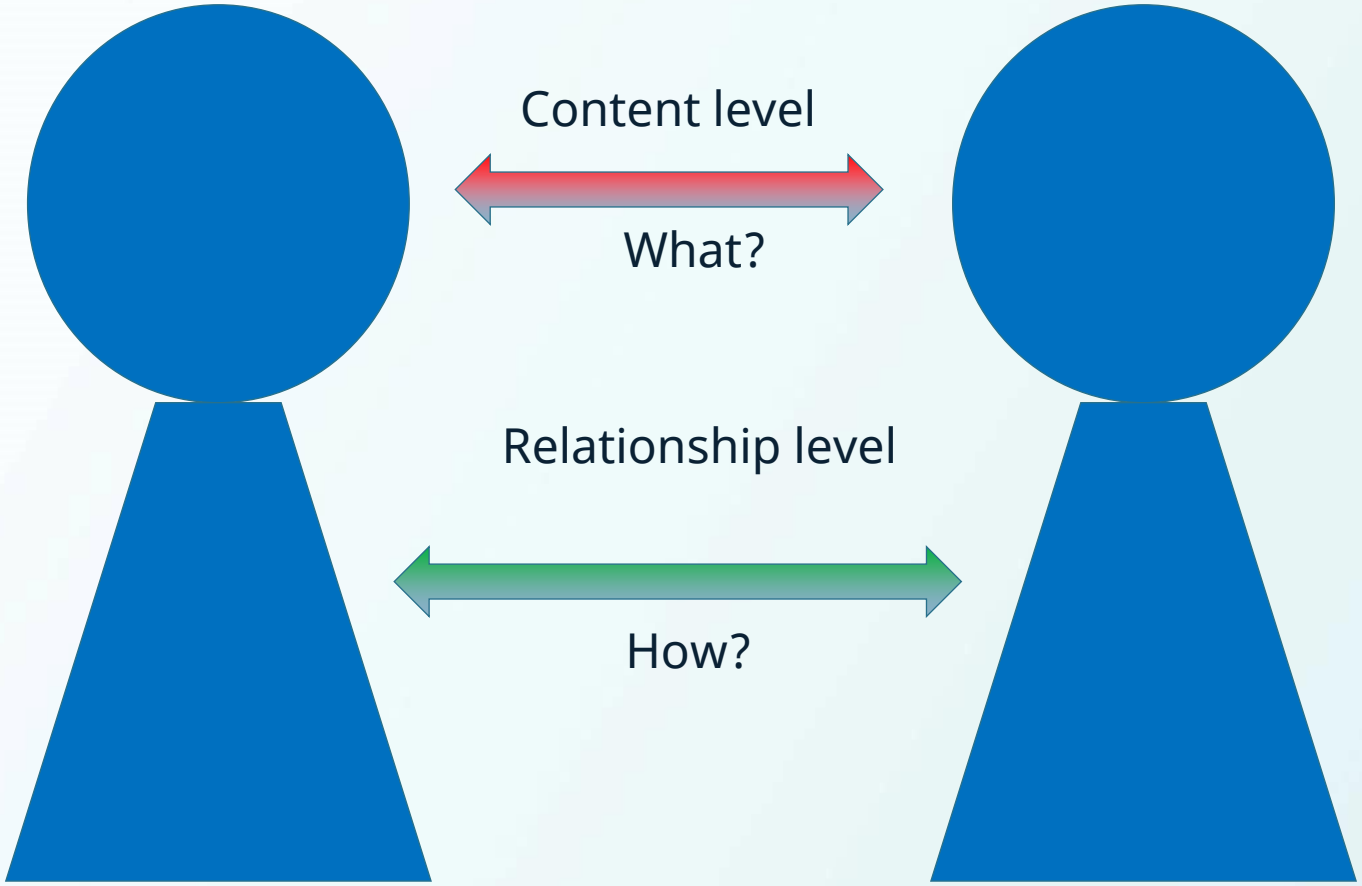
- **What significance do complaints have in our company?**
- **What guidelines or recommendations does the company have for dealing with complaints?**
- **What are our goals when we deal with complaints?**

Please discuss the questions in the group. Write down your results and we will discuss them in plenary.

Time: 20 minutes

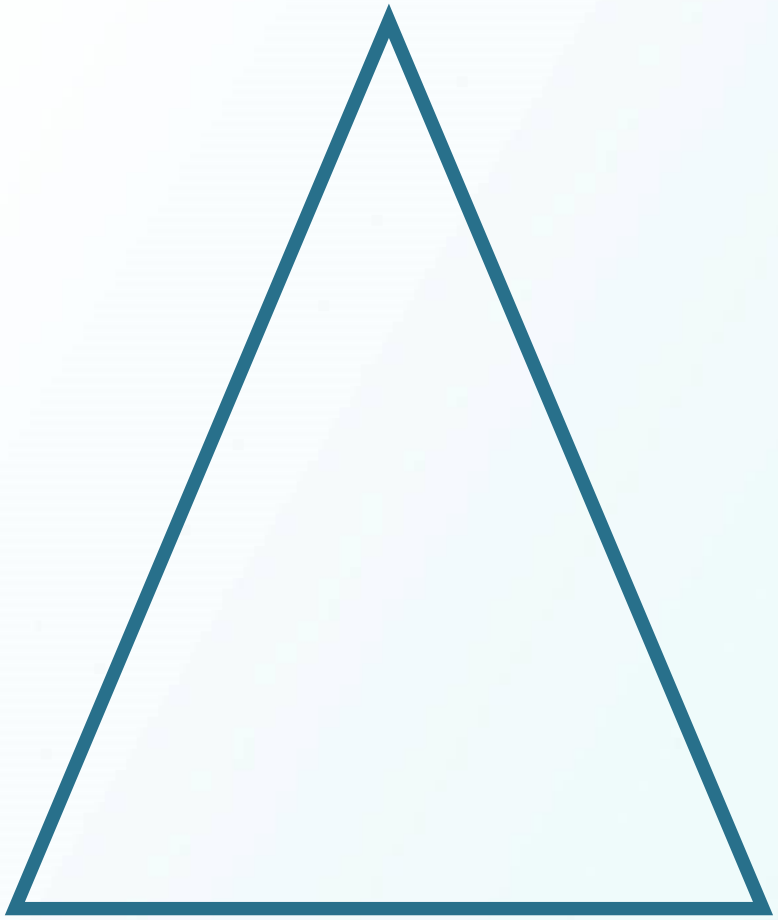
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Communication psychology regarding complaints
Levels of communication



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Iceberg



Factual level

Facts, figures and data

Relationship level

Feelings
Needs
Wishes
Self-esteem
Values
Setting

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Communication psychology regarding complaints
The 1st impression

Expertise

Authenticity

Trust

Sympathy

Prejudices
Precedents

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Working round 2

Discuss the following 2 topics in the group:

- **What is annoying (personally) about complaints?**
- **How did I personally feel about complaints? (feelings)**
- **How did I deal with it?**

Please discuss the questions in the group.

Please make a note of the results so that everyone is informed.

Time: 20 minutes

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Start positively

Address them appreciatively

Gestures/facial expressions

motivated

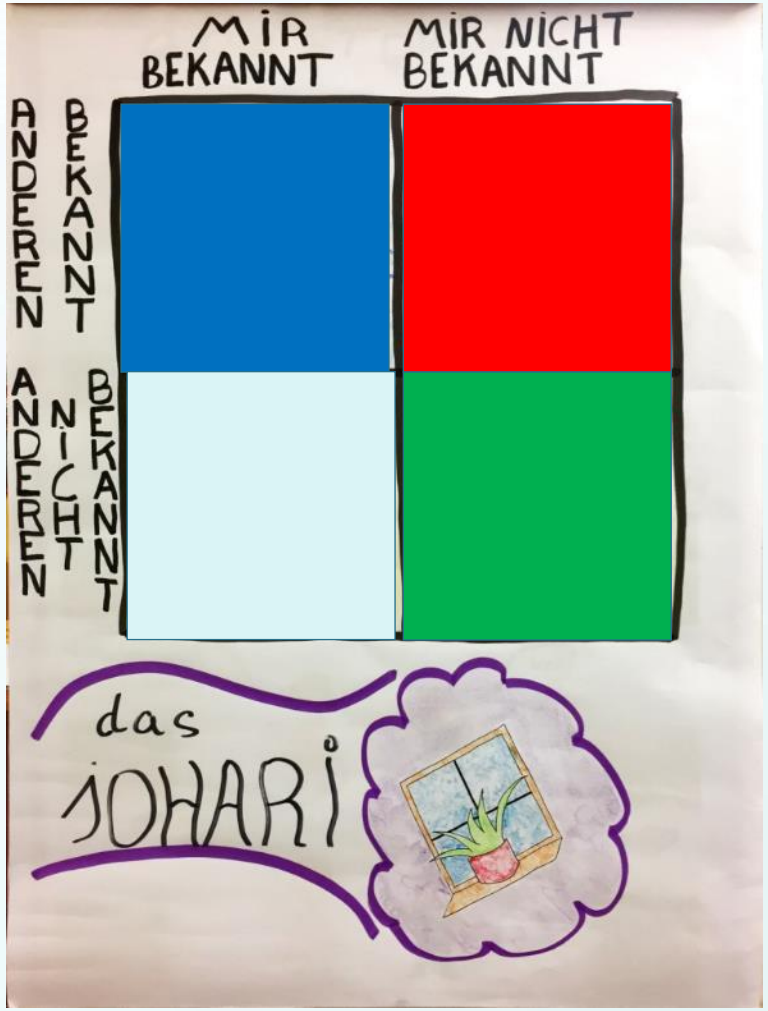
Performance

Act actively

Relationship/content

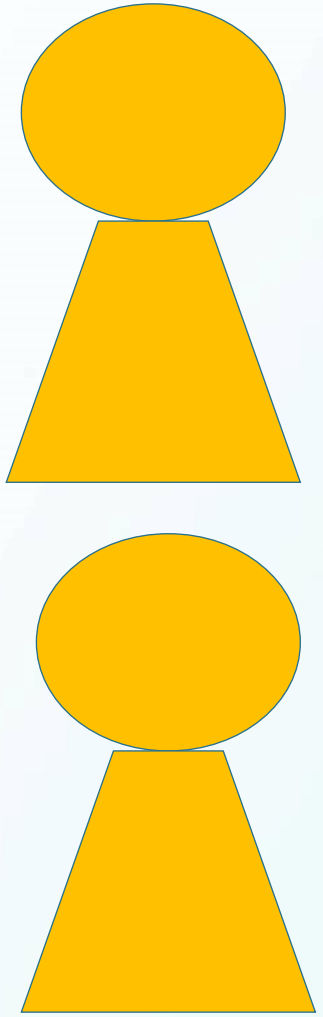
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Reactions



Attack

Counterattack

Escape

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Conflict dynamics

- Irritation
- Distorted perception
- Social contagion
- Loss of empathy

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Working round 3

- **Conflict intensifier**
- Ignorance, always, win-lose, criticism in front of others, attack, generalisation, killer phrases, You

- **Conflict de-escalation**
- Listening, being open, giving perspectives, 4 eyes, atmosphere, open questions, I-message, appreciation, taking time

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Active listening

- Understanding feelings
- Putting yourself in the other person's shoes
- Verbalise feelings
- Listen and understand to wishes

- Understanding
- Summarise
- Repeat in your own words
- Check understanding

- Listen
- Eye contact
- Mmh, yes
- Nod

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Ask efficiently

Open questions

Closed questions

Who, What, How, Where, When, Which?

Alternative questions

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Working round 4

Please work on the following topic in the group:

- **Which OPEN questions help us with complaint management?**

- Please discuss the questions in the group.
  Please prepare a presentation to inform everyone and record the results.

  Time: 30 minutes

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Working round 5

Discuss the following 2 topics:

- **Magical choice of words =**

Positive and self-confident words and phrases that can relax difficult conversational situations.

- **Tragic choice of words =**

Negative and unsafe words and phrases that can make difficult conversational situations more difficult.

Find at least 15 terms per topic!

Time: 20 minutes

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Target-orientated complaints management

- Controlled reaction (non-verbal)
- Listen with interest
- Leave excuses
- Possibly take notes (lowered eye contact)
- Act: Goal-orientated, considered!
- No threats!

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Complaint handling

1. Listen actively

2. Show understanding

3. Questioning
(who, when, where, how, who, which)

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Complaint handling

4. Apologise (if necessary)

5. Common solution

6. Thank you

7. Check

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The seven pillars of complaint management

- **Optimism, positive attitude**
- **Acceptance, realism**
- **Solution orientation**
- **Self-perception, self-esteem**
- **Taking responsibility**
- **Network and team orientation**
- **Future orientation**

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I wish you much success and fun with the realisation!

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