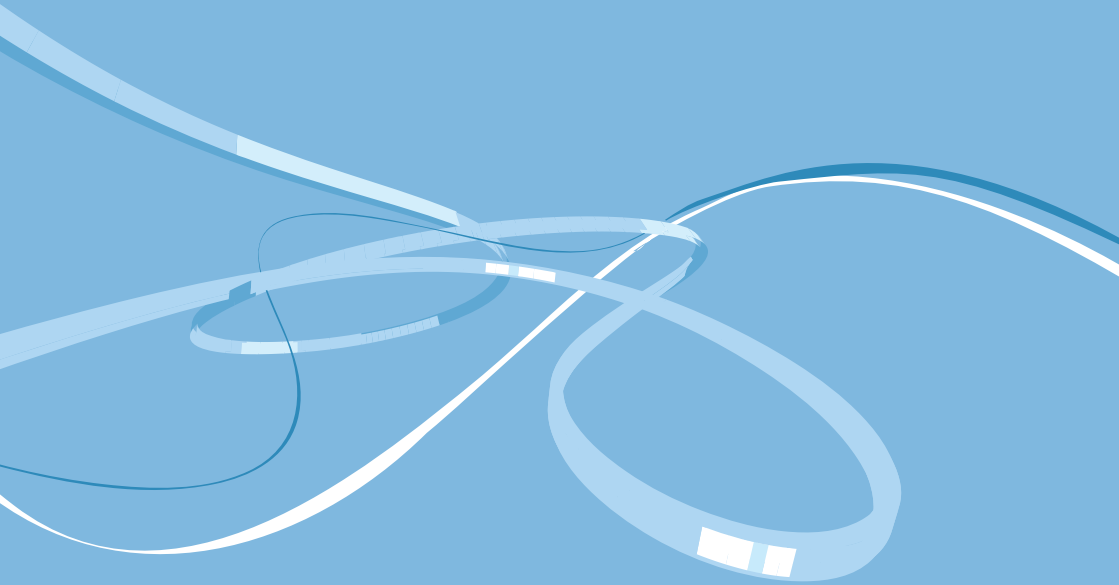


FRONTLINE COMPLAINT HANDLING

On-line Complaint Handling
Training for Call Centre Staff



Simplifying Complaint Handling

Many Australian companies make a significant investment every year to resolve customer complaints. Most companies report that complaints can escalate if the first contact or frontline response does not resolve the initial complaint. As time elapses complaints often become more complex and difficult to resolve.

Frontline Complaints is designed to provide cost efficient and effective training for call centre or frontline staff. If a company's call centre or frontline staff have better complaint handling awareness fewer complaints will escalate. The result - a significant saving for companies and greater satisfaction for customers.

High Impact Skills Development

- High quality online complaints handling training for call centre or frontline staff.
- Short 25 minute learning modules offered at a time and place that suits the user.
- A variety of modules to choose from to meet the needs of the individual.
- Low per head cost.
- Entertaining, educational and relevant skills development.
- Modules can be customised to meet company needs.

Please see the short introduction featured on our website www.ninaharding.com (link is located on left hand side of home page).

Module Topics

Currently 4 modules are on offer. Soon more modules will be added to increase choice. A short summary of each module appears below:

Complaint Handling Fundamentals

The fundamentals clear and simple. Including: what customers expect when they make a complaint, why people complain, telephone skills and how to quickly identify what the customer wants.

Dealing with Challenging Customer Behaviour

Why do some customers behave badly? Focusing on challenging behaviour we look at strategies for being effective. Nina Harding talks to Helen Mueller from the NSW Ombudsman's Office about their recent research and how to manage challenging behaviour.

Financial Hardship

Financial hardship is a topic of increasing relevance. Learn how to recognise if a customer is in financial hardship. What to do and what to avoid when assisting the customer. Nina talks with Sue Fraser from Kildonan Uniting Care about Financial Hardship and awareness.

Building Rapport with Customers

Easy to understand and use, these simple tips will enable you to build rapport with customers quickly and easily. If you have rapport with a customer they will believe you understand their problem, they will talk about their real concerns and they might be more prepared to listen to you and remain positive. Nina Harding talks with international expert Allan Parker about how to build rapport.

Future Modules (to be confirmed)

The Psychology of the Complainer

Be aware of some of the mental health issues that can impact on how we resolve complaints. Warning signs. Tips when dealing with customers with mental health issues. Managing your own stress.

When Disputes are not resolved?

We describe what happens when complaints are not resolved by a company. The cost as complaints escalate and as time elapses. Customers often complain about how their complaint has been dealt with. We describe what an Ombudsman service does when they hear from a customer and what they expect from companies.

How Does it Work?

- Low per head fee for a 3 month license period
- On-line refresher test (multiple choice) after completing each module
- On-line forum discussion open to participants during license period
- Certificate of Completion awarded after satisfactory completion of 4 modules

In Cooperation with EWOV

Frontline Complaints Handling has been made possible due to the support of the Energy and Water Ombudsman of Victoria. EWOV has supported this project because they believe that fewer complaints would escalate to their service if more complaints were resolved at first point of contact.

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