

## Milestones to Success – Complaint Handling Skills course

Listed below are some of the skills and techniques which will form an important part in your success on the **Axio Development** complaint handling skills training course. They are organised into 5 categories – we refer to them as the milestones to success. So that you can identify the benefits you want to gain and to measure your progress tick the circles alongside the areas that you identify as being particularly relevant to you, then prioritise the 5 main areas in order of importance: 1 being the highest, 5 the lowest. Bring this page with you to the course.

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**Complaint handling – the basics**

- Understanding why customers complain
- The benefits of handling complaints effectively
- What happens when complaints are not handled well
- The key skills for complaint handling

**Communication challenges with complaints**

- Ability to build rapport quickly
- Adapting to other peoples’ communication styles
- Effective email and written responses
- Using positive language in handling the complaint

**Attitude control**

- Effective use of words, tone and body language
- Keeping your attitude positive
- Managing your personal responses
- Being assertive under pressure
- Using effective techniques to diffuse anger

**Understanding customer needs**

- Use of open questions to steer the complaint
- Use of effective empathetic listening skills
- Summarising customer needs quickly and clearly
- Moving quickly into the action stage

**Agreeing action steps**

- Clarifying what you agree to do
- When to escalate complaints
- Achieving a win-win for both parties

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What will progress in these areas allow you to achieve?