

Managing Complaints

Course Summary

The Managing Complaints Program provides supervisors, team leaders and managers with a proven process and individual skills to effectively deal with employee complaints in a way that supports employee and team goals. This course makes clear that leaders need to listen to employee complaints and remain non-judgmental, which is critical because what appears to be a minor issue to the team leader may be a major problem to the employee.

Course Materials

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings