

Effective Complaint Management



Utilities Disputes (UDL) offers complaint handling training for all its members.

Our workshops

The workshops we provide are interactive and each is three hours long.

- There are no costs for the Level 1 workshop - it is free for our members.
- Costs for Level 2 and 3 workshops are set at a very reasonable level – please enquire by emailing communications@udl.co.nz.

We have three workshop levels available:

1

Introduction to complaint handling

Level 1 can be delivered in person or online for 15-30 participants.

The workshop will break down the anatomy of a complaint.

- What is a complaint?
- What causes complaints?
- How do customers express complaints?
- How can we respond effectively?

Attending this workshop will enable you to apply the basics of the following skills:

- active listening
- effective communication
- building rapport
- effective communication techniques (e.g. open questions)
- interest based negotiation
- types of negotiation
- positions versus interests.

2

Difficult or challenging customer behaviour

Level 2 works best in person – however, we can consider online delivery. It is designed for up to 20 participants.

This workshop is designed to help you learn how to deal efficiently and effectively with customers who display difficult or challenging behaviour. It will cover:

- connecting with the customer via speed-rapport building
- establishing what your customer wants and why and controlling expectations
- techniques for managing difficult customer behaviour

- when to use which technique
- what pushes your buttons and how to minimise negativity
- the power of debriefing
- behavioural characteristics of querulous or high-need customers
- how to know if you're getting all the information from your customer
- negotiating an outcome even when the customer disagrees with you.



Our trainers

Utilities Disputes' training is delivered by experienced dispute resolution practitioners with extensive backgrounds in mediation, complaint handling, and consumer dispute resolution.

Our trainers combine practical industry experience with interactive training methods to help participants build confidence and capability in managing complaints effectively.

Learn more about our trainers [here](#).

3

Tailored to your organisation

Level 3 works best in person and is designed for up to 20 participants.

This workshop follows on from the Level 1 and 2 workshops and will be tailored according to your specific complaint handling needs. Please contact us to discuss what you would like this workshop to cover. Some topics you might like to include:

- advanced negotiation skills
- deeper understanding of psychological needs of people involved in conflict
- why is good complaint handling important for an organisation?

Feedback from members



"Thank you, Trevor, for delivering the Utilities Disputes Level 2 training to our team. The content was extremely valuable and will undoubtedly support our staff in strengthening their early resolution capabilities."

"I thought the session was awesome! Caitlin was well versed in the content and delivery, fun and interactive. What I took away from it was the position negotiation - when we call a customer it can seem like a David and Goliath which I had never considered before."

Get in touch

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