



國際爭議解決及專業談判研究院
Academy of International Dispute Resolution &
Professional Negotiation

The Art of Complaint-handling Trainig Course

Code: ACH-01

ADRIN's one-day training course aims to instill the art of customer complaint handling, and to build customer loyalty to your business.

Why should you attend?

Customer complaint handling skills are among the most valuable skill sets for any employee who deals with customers. The manner in which your employees deal with customers or clients is a huge factor in your ability to retain those business relationships. Good customer complaint handling translates directly to your bottom line - happy customers will remain and return.

Who should attend?

- ✓ Front-line staff
- ✓ Customer service team
- ✓ Sales teams
- ✓ Managers/ supervisors
- ✓ Entrepreneur



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After joining the one-day course offered by AIDRN, you will positively enhance your interaction with customers or clients; a proper and effective complaint handling mechanism will be in place.

What will I learn?

You will gain the knowledge to:

- Explain the psychology of a complaining customer
- Recognize the importance of regaining customer trust after a complaint
- Explain the requirements, policies and procedures of dealing with a complaint
- Use the mediation complaint management model to effectively manage the complaint
- Develop the strategy and plan to enhance the satisfaction for your clients

what are the benefits?

- ✓ Exercise self-empowerment to prevent customer complaints
- ✓ Understand that customer complaints can be turned into a business opportunity
- ✓ Identify possible steps for your business improvement plan



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