

Training

Venue	Webinar Collaboration tool, QLD
Session	22 May 2024 9:15 AM - 12:15 PM
Registrations close	20 May 2024 at 05:00 PM
Price	\$357.50 includes GST

This event is booked out. We cannot accept any further registrations.
For future courses, please check the [calendar](#) or email the [Training team](#).

We recommend using the latest browser version of Chrome, Safari, Mozilla or Edge.

To finalise your training registration you will need to pay online with a credit card. Please have your credit card handy prior to starting the registration form.

Any problems, please email our [Training team](#).

Managing unreasonable complainant conduct

Increase your confidence to deal with difficult complainant behaviour when delivering services to the public. You will also learn strategies to prevent and manage unreasonable complainant conduct and promote best practice customer service. This **half day course** includes tips and traps, various scenarios, and group activities with clear strategies to help manage unreasonable complainant behaviour. It is suitable for frontline staff, complaints officers, managers, supervisors and anyone who is in contact with customers or the public.

Content

The course promotes a straightforward approach to preventing and managing unreasonable conduct. It examines the various categories of unreasonable conduct, what it is and why it happens. The course covers unreasonable behaviour received by phone, face-to-face and in writing and provides practical strategies to prevent and manage unreasonable conduct.

Outcomes

At the end of the course, you will be able to:

- understand what unreasonable conduct is
- identify early warning signs
- apply strategies to prevent and manage the conduct.

Benefits to you and the organisation

- increase staff confidence to deal with difficult client behaviour
- equip staff with various strategies to prevent and manage unreasonable conduct
- promote best practice customer service.

Who should attend?

- frontline staff
- complaints officers
- managers and supervisors
- anyone who is in contact with customers/public.