

# MANAGING COMPLAINTS

VITAL LEADERSHIP



Managing complaints is not at the top of any manager's list of favorites. It's easy to write off a complaint as a whining employee or someone who just likes to complain. In reality, most employees don't enjoy complaining, so if they approach a manager or team leader with a complaint, it's likely a legitimate problem. Leaders need to keep an open mind when it comes to managing complaints. After all, one complaint may be something small, but another could be something that affects the entire company — like a whistleblower reporting illegal conduct or activities. Knowing how to listen to and resolve complaints is a critical skill for every supervisor, manager and team leader to possess. Ignoring complaints won't make them disappear, and it could negatively affect the productivity and morale of an employee or the entire team.

## MANAGING COMPLAINTS EFFECTIVELY BRINGS SUCCESS

Managing complaints well requires a proven process that builds on listening and problem-solving skills. Most employees don't enjoy complaining to their managers, so supervisors, team leaders and managers must keep in mind that there's a good chance the complaint is legitimate and requires resolution or intervention.

The Vital Learning 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 nonjudgmental, which is critical because what appears to be a minor issue to the team leader may be a major problem to the employee.

The best leaders are those with an open-door policy for complaints. They follow a specific methodology for finding

the root cause of an issue, and they apply the appropriate problem-solving technique. Using this approach, these skilled leaders handle issues before they snowball and require much more time and effort to resolve. A leader's inability to effectively solve problems and resolve complaints can limit the success of an entire organization. With its focus on listening and problem solving, Managing Complaints can help even experienced managers become more comfortable hanging an "always open" sign on their office doors.

Throughout the course, supervisors, team leaders and managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

# ESSENTIAL COURSE MATERIALS

Managing Complaints is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following 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



## BENEFITS OF MANAGING COMPLAINTS

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four to five hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn why all team member complaints must be handled rather than ignored or dismissed.

Participants will learn to become more sensitive to all problems — major or trivial, real or imagined — behind team members' complaints.

Participants learn techniques to determine underlying problems, which are not always the same as those a team member thinks are responsible for his/her complaint.

Participants learn various techniques to solve problems while maintaining a positive relationship with the team member.

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