



# skillsbootcamp

## 12th January 2022

### 8:30 AM Tough Conversations

#### Summary:

There are times when leaders need to have tough conversations, whether this be with your own teams, peers, customers & clients. Based on the latest research and thought leaders recommendations, this session gives a framework from within which you can have the conversation yet still maintain the relationship & are able to move forward productively

#### Key learning:

- Understand the benefits of a tough conversation and why it is crucial;
- A structure to follow;
- Managing emotions;
- A role model session in action;
- The top ten best tips we have found from reading 100's of articles and attending sessions.

#### It would suit:

All leaders, managers and entrepreneurs who have to have tough conversations with suppliers, peers, their reportees or their boss. This structure works on all levels and can give anyone needs to have the conversation the confidence and impetus to have one.

### 10:30 AM Complaint Handling

#### Summary:

Customers and guests judge the quality of any company not only on the service they receive but they respond when things go wrong. A badly handled situation can lead to loss of income, repeat business and reputational damage whereas a prompt and professional resolution will enhance business reputation. This e Learning course will equip staff with the knowledge, skills and confidence to deal with complaints efficiently.

#### Key learning:

- Understand the importance of reduction and recovery in addition to the response when handling complaints
- An introduction to the key principles of complaints handling
- Why it is important to handle complaints effectively
- Defining a complaint
- Understanding why people complain
- Identifying a complaint as a gift
- Why it is important to understand customer needs when they complain
- Understanding customer characteristics and handling difficult customers
- A formula and key steps to handling complaints successfully
- Strategies for service recovery (following a complaint)

This would suit team leaders and managers who want to build stronger teams and learn the specific skills required to manage teams in addition to individuals.

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