

Group Activity

a tendency to become defensive when someone is complaining – especially if they are doing so in a very forthright manner. Maintaining a professional tone at these times can be difficult, but managing to do it and solve the problem can showcase a positive side of you and the business. Even if you think the issue about which the customer is complaining is trivial, not a cause for complaint, or not your company’s fault, it is wise to give the customer their chance to speak, show that you take them seriously, and offer to do whatever you can. It’s also good to close calls by thanking the caller so they know you are sincere about wanting their feedback and the opportunity to be their partner in resolution of challenges.

Estimated Time	10 minutes
Topic Objective	To develop a positive approach to handling complaints
Materials Required	None
Activity	<p>Ask participants to break into small groups to come up with ideas for a customer’s Bill of Rights. After five minutes, ask the groups to report on their ideas. Write their ideas on a flip chart. Be sure their ideas include the following:</p> <ul style="list-style-type: none"> ● To be taken seriously ● To be listened to ● To be respected ● To receive a resolution