



CONFLICT RESOLUTION

COMPLAINT MANAGEMENT, VIOLENCE & AGGRESSION

QUALITY ASSURANCE UNIT

AUGUST 2020



OBJECTIVES

- Upon completion of this training participants will be able to,
 - identify, Resolve, Manage & prevent workplace conflict
 - Handle complaints that are transparent, fair and impartial to both internal and external customers

INTRODUCTION

CONFLICT

- **Conflict** is inevitable and can have both positive and negative effects.
 - It helps to identify the need for change and can be used to provide an impetus for creative initiatives and solutions
- **In every organization, there are three potential windows for conflict**
 - Conflict between staff
 - Conflict between staff and customers
 - Conflict between staff and managers

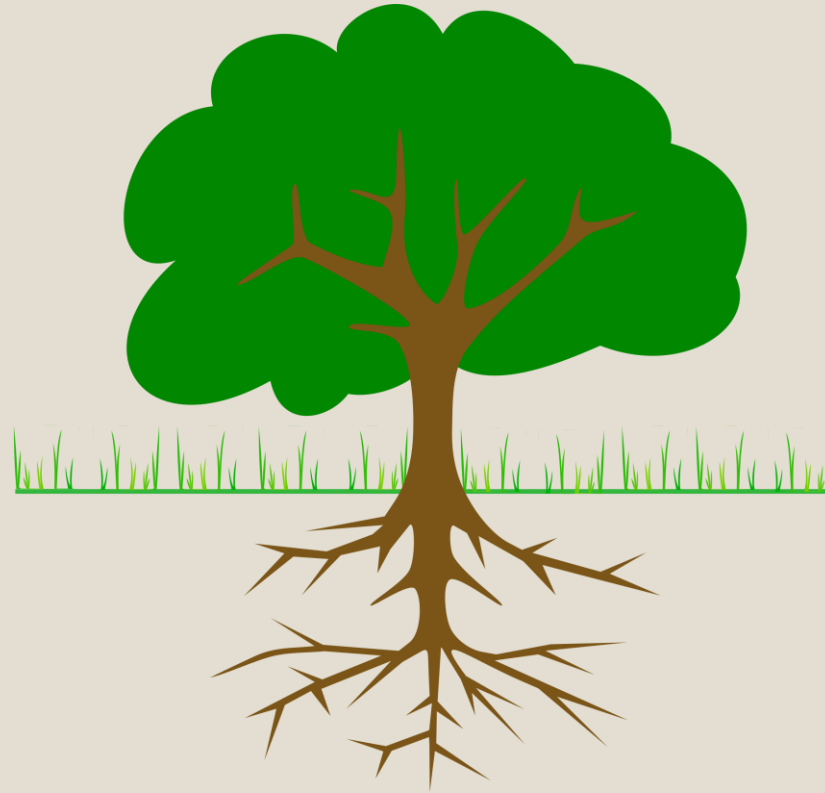
CONFLICT RESOLUTION

- **Conflict Resolution** is the formal or informal process that two or more parties use to find a peaceful solution to their dispute.



ADDRESSING CONFLICT

- IRMP: **Identify, Resolve, Manage** and **Prevent** is a root stem and branch approach towards workplace conflicts
- It is a program committed to reducing staff attrition, increasing job satisfaction and maintaining customer loyalty



ROOT: how do we work together?

STEM: How do we manage each other?

BRANCH: How do we manage others?

ADDRESSING CONFLICT

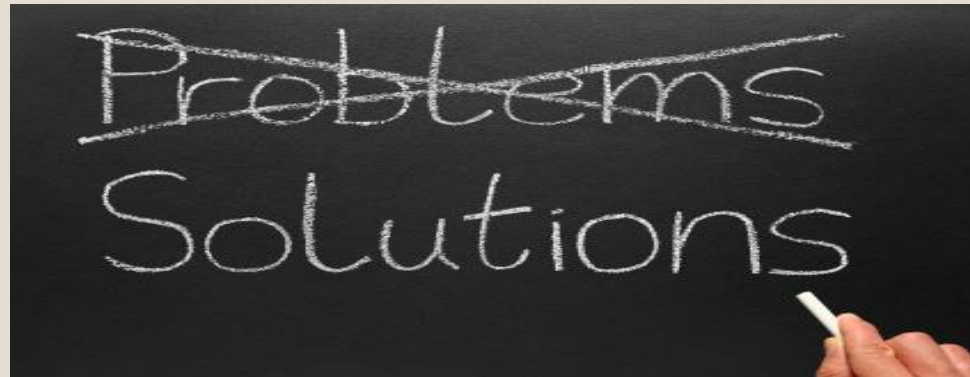
The following should be explored in every work place for increased productivity

- **IRMP CREED**

- Understanding before seeking to be understood
- Communication rather than retaliation
- Apologize and take responsibility
- Going the extra mile
- Being a problem solver

- **MANAGERS CREED**

- To be deliberate not desperate
- To explore options not exploit people
- To fix it not force it
- To first resolve before seeking results
- To be interested not intrusive





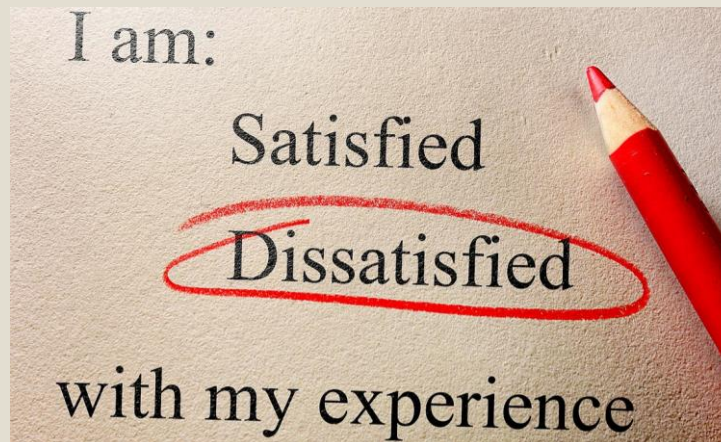
WHY COMPLAINTS ARE RELEVANT TO ANY ORGANISATION

- Only about 4% of dissatisfied customers actually complain.
- It is a great way to receive feedback about services rendered and provides a basis for improving such services
- It improves communication between the client and the organization
- It promotes client satisfaction and loyalty
- It challenges the status quo
- If complaints are properly managed, clients who complain tend to revisit or patronize the organization.
- It serves as a source of information for management decision making. E.g. new business opportunities, competitive intelligence etc.
- Any others??.....



TIPS FOR MANAGING COMPLAINTS

- **Listen Attentively**- look past the fury of the complainant and try to identify the problem
- Put your **emotions** aside
- **Avoid** challenging the complaint (Never make excuses)
- **Acknowledge** the client's complaint and thank them for laying the complaint
- Always **offer support** to the Client.
- Be **flexible**- apply discretion with complaints. Personalities and reactions differ
- **Communicate** your solutions to the client and ensure that they understand and agree with what you propose
- **Genuinely Apologize** again and again
- **Follow-up timely** according to SNH policy on complaint resolution
- Ensure **consistency** by using the available QAU tools for complaint resolution (feedback forms, complaint resolution forms, emails, telephone, dispatch rider, etc.)



For aggressive patients, respond intelligently and politely but don't be submissive.

ADDITIONAL POINTS FOR MANAGING COMPLAINTS

- Notify all responsible supervisors within **24hours** of a complaint and demand feedback with regards a correction action plan
- Be **professional** when communicating with clients
- Do not be passive or aggressive
- Treat Customers **genuine respect**
- **Time** is of the essence with complaint resolution



EMPATHY

Ability to step into the shoes of another person

- helps to modify and develop behavior
- Understanding another person's emotions/ perspective
- Supporting those in need
- Exercising self control
- Treating others the way you want to be treated
- Making people feel better about themselves



"How people treat other people is a direct reflection of how they feel about themselves"- Paula Coelho

CONFLICT RESOLUTION

PREVENT DISPUTE

Listen
Acknowledge
Rephrase
Summarize

RESOLVE DISPUTE

Pause
Listen
Understand
Solve

ASK QUESTIONS....



For further illustration on conflict resolution in the work place please visit : <https://www.youtube.com/watch?v=rXiMGT-le0M>

For further illustration on dealing with an angry customer please visit : <https://www.youtube.com/watch?v=T20hV4ynU7o>