

Customer Complaints Resolution Program

Scheduled dates for 2024:

9–10 May

Registrations close 26 April 2024

LG Professionals WA
Suite 8b, Level 1,
180 Scarborough Beach Road,
Mount Hawthorn WA 6016

The event will run from
8.30am–4.30pm

Cost per person (incl GST)

\$945 Member

\$1060 Affiliate

\$1120 Young Professional Member

\$1120 LGWA Member

\$1180 Non-Member

Local Government Subscriber*

\$945 Gold | \$1000 Silver | \$1060 Bronze

* Please email
events@lgprofessionalswa.org.au for your
Local Government Subscriber discount code.

Program Content

EMOTIONAL INTELLIGENCE

- Developing your Emotional intelligence
- Practicing empathy and self-regulation
- Being self-aware, identifying your emotional triggers.

EFFECTIVE COMMUNICATION

- Developing communication strategies
- Dealing with communication barriers
- Dealing with vulnerable customers
- Building resilience.

COMPLAINT HANDLING TECHNIQUES

- Apologising without accepting responsibility
- Considerations for complaints within Local Government
- Policies, standards and legislation in relation to complaints
- Steps for effectively handling complaints
- Complaint Investigations.

LG Professionals WA and the Future Institute have partnered to deliver this program to local government.



Customer Complaints can be a fantastic source of continuous improvement, innovation, and growth for any organisation. However, complaints are often very costly, time-consuming, and stressful for those dealing with them. With the appropriate Customer Complaints Resolution Process, along with the right interpersonal and communication skills, customer complaints can be an opportunity to improve your service and products.

The LG Professionals WA Customer Complaints Resolution Program is designed to empower your team and build confidence in the way they view complaints from customers (internal and external). This program is not just about ticking a training box, it is about changing behaviours, and understanding that complaints are an opportunity to learn and improve.

Learning Outcomes:

- Develop your interpersonal and communication skills (including empathy) to effectively resolve complaints.
- Understand the underlying influencers on your thinking, behaviours, decision-making and overall performance, and develop your emotional intelligence.
- Recognise that complaints are an opportunity.
- Understand the different types of customers (who complain) and how to respond to each type appropriately.
- Recognise the 5 types of questions and understand how to use each type when dealing with a complaint.
- Develop active listening techniques and negotiation skills.
- Identify the relevant legislation, standards and organisational policies and procedures that need to be considered when resolving complaints.
- Apply the 8 Step Complaints Resolution Process.

Presenter details and venue addresses can be found on the next page >>

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Contact LG Professionals WA

08 9271 1136
events@lgprofessionalswa.org.au
www.lgprofessionalswa.org.au



Presenter: **Tanya Finnie**

Tanya Finnie is a global cultural strategist who works with middle managers to executives, to build the situational awareness and cultural intelligence (CQ). She assists organisations in growing their human capital and leveraging their diversity.

She is a multi-award winner, TEDx speaker, Global Goodwill Ambassador and has been voted as one of Perth's top 100 Small Business Influencers. She has sat on various boards, including the United Nations, is a Patron for Roots TV—a not-for-profit supporting youth at risk to become media producers; mentor to CALD communities on boards via the Office of Multicultural Interests (OMI) and long time mentor of postgrad students from UWA.

Tanya creates custom executive development programs, specifically focused on high-performance culture, to provide individuals and organisations with creative solutions and a competitive advantage. Whether a workplace is experiencing a diversity of cultures, gender differences, generational challenges or merely language barriers between departments, Tanya is the right person to call. She has entertaining keynotes from her life as a game ranger and having lived with various African communities and is passionate about human behaviour.

She is currently working on a PhD looking at the impact on the workforce if we increase the cultural intelligence of Engineers with research based on mental health and productivity of technical managers. Her work has a strong focus on diversity and inclusion, body language, and motivation, all of which ultimately increase confidence and grow stronger, more innovative, and collaborative teams and leaders.

She supported various government authorities, Indigenous communities and corporate institutions to create their diversity and inclusion strategies and sits on the Oil and Gas (OAG) Diversity Committee.



**Future
Institute of
Australia**

Training for the Future

Terms and Conditions apply, please visit

<https://www.lgprofessionalswa.org.au/eventterms> for more information.

Register online: <https://www.lgprofessionalswa.org.au/complaintsresolution>

Accommodation

Accommodation costs are the responsibility of the attendee.

Recommendations for accommodation near the LGPA office can be found on the LGPA website.

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