

AUSWATHAI – HANDLING COMPLAINTS

CHECKLIST

- 1[] **NEVER ARGUE WITH THE CUSTOMER**
 - 2[] **DON'T LECTURE**
 - 3[] **ASK THEM TO EXPLAIN THE PROBLEM**
 - 4[] **EMPATHISE – (TAKE AN INTEREST)**
 - 5[] **CONFIRM THE PROBLEM**
 - 6[] **SUMMARISE THE KEY POINTS**
 - 7[] **GET THEM TO AGREE WITH THE POINTS**
 - 8[] **GET THE PERSON'S IDEAS**
 - 9[] **SAY WHAT YOU CAN DO**
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1[] **NEVER ARGUE WITH THE CUSTOMER**

Never argue with an angry person. Never urge them to be angry, stay cool.

2[] **DON'T LECTURE**

Don't lecture or talk down at them. Lecturing should be avoided in most interpersonal situations. People have been lectured by parents and teachers and other for most of their lives. By the time they are adults, the message begins to get lost in the medium

3[] **ASK THEM TO EXPLAIN THE PROBLEM**

Ask the angry person to tell you about the problem. Don't interrupt, judge or take a position while the person is speaking. Just listen carefully.

4[] **EMPATHISE – (TAKE AN INTEREST)**

Empathise with the person by repeating how the person is feeling and why they are feeling That way (Take an interest and show true concern)

5[] **CONFIRM THE PROBLEM**

Confirm the problem so you are aware of the issues that have created their anger

6[] **SUMMARISE THE KEY POINTS**

Summarise the key points of the problem.

7[] **GET THEM TO AGREE WITH THE POINTS**

Stimulate positive agreement by getting them to agree with the key points.

8[] **GET THE PERSON'S IDEAS**

Create interaction by asking them if they have any ideas. If their ideas are not appropriate take time to explain why and then explain your problems in achieving the objectives

9[] **SAY WHAT YOU CAN DO**

Always indicate a time or date longer than what you know will be required but indicate you Will make special endeavour to conclude earlier so the angry person feels that they have been compensated

**BY PHILL SMITH
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**DELIBERATE WITH CAUTION, BUT ACT
WITH DECISION; AND YIELD WITH
GRACIOUSNESS OR OPPOSE WITH
FIRMNESS.
(CHARLES HOLE)**

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