

MANAGING COMPLAINTS

OBJECTIVES:

- **Understand** why all team member complaints must be dealt with rather than ignored or dismissed.
- **Be** more sensitive to all the problems-minor or trivial, real or imagined-that can lie behind complaints.
- **Understand** techniques used to determine underlying problems, which are not always the same as those the team member thinks are responsible for his/her difficulties.
Use various techniques to solve such problems while maintaining a positive relationship with the team member.

SKILL POINTS:

- Ask team member to detail complaint.
- Get agreement on substance of complaint.
- Ask team member for solution.
- Schedule time for investigation and agree on action plan.
- Set a date for follow-up meeting.