




## Resolving Verbal Complaints

Practical steps to positive communication: techniques for building good rapport and empathy

 Online Workshop

 Tues 16 Nov 2021 09:00-15:00

## Resolving Verbal Complaints

**Full agenda:** Tuesday 16th November 2021 | 9.00am registration- 3.00pm close

**Workshop leader:** share in first-hand experience with Cath Gaskell, Director, The Results Company

**Event information:** highlights of the programme

- When verbal complaints go really wrong: implementing an effective resolution
- Interactive discussion: a hands-on exploration of real-life complaints
- Changing your approach to verbal complaints: building effective conversation skills
- Interactive discussion: 're-writing' the story of a badly handled complaint
- Taking the next step: how to set up a local resolution meeting (LRM)
- Building empathy and rapport: how to execute meaningful apologies
- Interactive discussion: mapping out your new approach to a real-life complaint

**Expected attendees:** audience insight

This workshop has been created for (but are not limited to):

- Service managers, clinical or nurse leads to build your understanding of good communication
- NHS teams to attend as either a group or individuals to enhance their verbal complaint skills
- If you have a team that is 15 people or more, you can have a bespoke workshop delivered in-house. Please contact Sarah Kemm or telephone 01732 897788.

**Pricing structure:** price and attendance

- £299 + VAT for one NHS or public sector place
- £249 + VAT (each) for two or three NHS or public sector places
- £599 + VAT for one commercial organisation place

**Commercial companies** are also invited to sponsor this day, please [email Sarah Kemm](#) for further details.