



Mediation Skills for Complaints Handling

Handle complaints positively and constructively, using the same skills as professional mediators

Many complaints can be successfully addressed using a combination of a sympathetic ear, an apology or acknowledgement, and an assurance that things will be put right.

Some situations go beyond this level, however, and greater skills and confidence are needed to ensure that matters get resolved, and do not escalate into more formal or lengthy processes.

Our **Mediation Skills for Complaints Handling** will equip you with many of the key skills used by professional mediators:


- Building rapport and expressing empathy
- Collaborating, rather than competing, with a complainant
- Assertive communication skills and our 7-step model
- Re-framing: agreeing an action plan

Want to find out more?

Call us on **0800 772 0778**, or email us at hello@ukmediation.net

At a glance

- Two-day course
- Up to 16 delegates
- Delivered at your location
- Understand our step-by-step mediation model
- Includes real-world scenarios to practise on



“ The best training course I have done recently! I would definitely recommend it to other professionals in the same line of work.

Fran Rhodes
Tenancy Management Officer
North Lincolnshire Homes

About UK Mediation



UK MEDIATION

Founded in 1999 by Dr Mike Talbot, UK Mediation has come to be recognised as the leading provider of mediation services and training.

UK Mediation uses only the most experienced mediators, with specialists in workplace, neighbourhood, family, commercial and medical mediation.

Find out more at www.ukmediation.net/about-us