

Negotiation Skills for Complaints Handling

Objective

This online course seeks to provide front line staff who deal with client enquiries or complaints with skills in negotiation and conflict resolution. The course will provide practical strategies and tools for preparing for and engaging in effective conversations. We will look at how to conduct an interest-based negotiation and break out into collaborative group discussions and role plays that explore the different elements of this style of communication. The course will also cover some strategies for dealing with difficult conversations and unreasonable behaviour.

Training Format:

This training is conducted over three webinars. Each webinar is four hours long.

Platform:

This assessment can be delivered in any online forum that has the capacity for:

- Break out spaces
- Group discussion
- Screen sharing
- Document sharing

We recommend ZOOM, Microsoft Teams or MODRON (which is a secure Australian platform used by government agencies). The trainer can assist with the set-up of technology if required.

Group Size:

Given the interactive nature of this course, and to ensure active participation from all attendees, we suggest a maximum number of 12 participants.

Content:

Webinar 1

- Defining negotiation
- Understanding your stakeholders
- Triaging and prioritising conversations based on risk and outcomes
- Transactional Negotiation v Interest-based Negotiation

Webinar 2

- Uncovering underlying interests
- Establishing credibility and managing expectations
- Brainstorming options for negotiated outcomes
- Achieving trust and legitimacy

Webinar 3

- Advanced communications skills for communicating with individuals with psychosocial disability, cross-cultural communication skills
- Checking yourself and supporting your team
- Root cause analysis and introduction to systemic improvement