

## Course Title: Techniques on Complaint Handling

### Course Aim:

What mindsets and skills should a corporate executive holds in "Complaints Handling" professionally? To cater this subject, this training course will mainly apply "Meta-Programs" 「處事模式」 ----- a knowledge which unpacks a person's ways of thinking, a system of perceptual filters.

"Meta-Programs" has been widely applied to the management and business aspects for many years in coaching, counselling, negotiation, recruitment, communication, selling, customer services, parenting, training and etc. It provides corporate executives with the competency to observe and effectively communicate with stakeholders, especially in "Complaints Handling".

Participants will learn to recognize and deal with each individual's uniqueness, clearly understand other people's perception filters and how were those filters developed. One of the most well-known "Meta-Programs" is the preference of learning mode of each individual: visual, auditory or kinesthetic. Once we know the individuals' preferred mode, we could:

- easily match and effectively communicate with them;
- comfort the others' dissatisfaction;
- re-establish the relationship with them;
- guide them to accept our proposed remedies, and finally
- promote or unleash the best performance of the organization or business.

Participants will:

- improve the communication with stakeholders;
- able to understand and appreciate others;
- build a deeper, more meaningful and treasurable relationships with others.

The knowledge of "Meta-Programs" and the value of its application is far beyond the common typology of personality.

### Course Content:

In the 12-hour course, we will introduce a series of the most influential "Meta-Programs" and its application in "Complaints Handling". What's more are the skills of influencing communication and expression. This training course will include:

1. What is the "Meta-Programs" 「處事模式」, the perception filters and their origins
2. Introduction of Perceptual Positioning and its importance in interpersonal communication
3. The Influencing Principles in Communication
4. The Language Level and the Magic of Persuasion
5. Introduction of a series of "Meta-Programs" and its application in "Complaints Handling"
6. Identifying your own and the others' "Meta-Programs"
7. Cases sharing, daily application and discussion

This training will be an interesting, life-oriented, applicable to workplace, personal and family lives. It would be easy for the participants to learn and apply in figuring out people.

## 課程名稱：處理投訴技巧

### 課程目標：

能專業地「處理投訴」的員工，應具備那些處事及思維模式？就此，本課程將以「處事模式」Meta-programs ----- 一套解讀人思維方式的知識，或稱為感知視角的系統為核心。這學問已多年被應用於不同的管理及業務範疇上：如教練、輔導、招聘、溝通、銷售、客戶服務、親子、培訓等。為企業主管提供如何觀察、掌握、加以運用並有效地與各持份者溝通，尤其於客戶服務之「處理投訴技巧」中。

參加者將學懂識別和處理每個人的獨特性，清楚了解他人的感知濾鏡及其由來，當中最為通用的「處事模式」之一是對方所採用的接收訊息模式：視覺，聽覺或感覺，一旦我們知道對方的採用模式（感知鏡頭），我們就可以簡易配合並有效地與對方溝通，疏導對方的不滿，甚至重建關係，引導對方接受我們所提出的補救建議，在業務上作出最佳的應對，締造更佳業績。參加者更可改善與企業有關持份者的溝通，更加深入理解和欣賞他人，並建立更深層次、富意義和價值的關係，遠遠超越一般的性格分類學範疇。

### 課程內容：

在12小時的課程中，我們將介紹一系列最具影響力的「處事模式」，及其應用於「處理投訴技巧」上。還有人際關係、感染力及表達的重點技巧，課程將包括：

1. 甚麼是「處事模式」Meta-programs 感知濾鏡及其由來
2. 人際關係及感知位置之解構
3. 「技巧」：
  - i. 感染力法則
  - ii. 語言魔法及說服力法則
  - iii. 從 60 個「處事模式」中，特選一系列有關「處理投訴技巧」之「處事模式」加以講解
  - iv. 識別自己和他人的「處事模式」
  - v. 如何在客戶服務中應用「處事模式」
  - vi. 成功案例分享
  - vii. 活學活用的練習及討論

對參加者來說，這將是有趣、生活化、能應用於工作、甚至個人及家庭關係中，易於掌握又非常中用的閱人學問，可媲美面相八字之趣味。