**Module 6: Problem Solving**

**Materials Needed:**

Flipchart, writing tools

*How to Handle Complaints* handout

Reflection Form

**Estimated Time:** 10 - 15 minutes

**Goals:** Participants will discuss and learn ways to handle customer complaints.

**Activity:**

Distribute the *How to Handle Complaints* handout. Allow participants a few minutes to review the handout.

**Suggested Facilitator Script:**

*Think for a moment about businesses where you are a regular patron. How many years have you been going to your hairstylist? Your doctor or dentist? A particular dry cleaner or mechanic? What makes you keep going back? Are they the best at what they do? Perhaps they are, but most likely you go back because you like them and you are comfortable with them. People do not connect with a business or service; they connect with the people associated with that business or service. As customers, your perception of quality is tied to the relationship you develop with those who provide the service. One of the best ways that a business can make or break a relationship is the manner which they handle customer complaints. The same is true for our schools. Parents and community members are more likely to think positively about our school and district if they have positive relationships with the people who work there.*

**Discussion:**

Generate a discussion relevant to the *How to Handle Complaints* handout; record comments and feedback on the flipchart. Ask participants for scenarios in which they have dealt with difficult customers. What did they do or what could they have done?

Share the following information with participants:

**The Power of Relationships**

* Service is the connection we make with clients and customers.
* How we treat others affects their perceptions of the quality of our service.

**Four Traits of Extraordinary Customer Relationships**

* Speed – Because everything else is fast, schools must be, too.
* Affinity – Getting along with others is essential to building positive relationships.
* Predictability – Our deeds must match our words every time.
* Apparent expertise – An expert is someone who has answers once the customer has a question.

**Conclusion and Reflection:**

Following the discussion, distribute the reflection form for this module and thank participants for their involvement in the discussion.