

Managing unreasonable complainant conduct

Increase your confidence to deal with difficult client behaviour when delivering services to the public. You will also learn strategies to prevent and manage unreasonable conduct and promote best practice customer service.

This **half-day course** is designed to help you manage unreasonable conduct. It includes tips and traps, various scenarios, and group activities with clear strategies to help manage unreasonable behaviour. It is suitable for frontline staff, complaints officers, managers, supervisors and anyone who is in contact with customers or the public.

It promotes a straightforward approach to preventing and managing unreasonable conduct. It examines the various categories of unreasonable conduct, what it is and why it happens. The course covers unreasonable behaviour received by phone, face-to-face and in writing and provides practical strategies to prevent and manage unreasonable conduct.

At the end of the course, you will be able to:

- understand what unreasonable conduct is
- identify early warning signs
- apply strategies to prevent and manage the conduct.

Who can attend?

Staff from Queensland government agencies can attend our practical and interactive training.

Open sessions – Face-to-face or webinar

Face-to-face open sessions are held in Brisbane for up to 25 officers per session. Webinar open sessions are a great opportunity for regional officers to access interactive training. Joining an open session is subject to availability, with full catering included for face-to-face sessions.

Cost: \$300 (+GST) per person.

Group sessions – Face-to-face or webinar

If you have 10 or more staff who would like to attend training, group sessions are a cost-effective option. Trainers may be able to tailor the training to meet your needs if adequate notice is provided. Additional costs may apply if extensive tailoring is required.

Cost: \$3,000 + GST (per group, maximum of 25 in group).

In face-to-face group sessions, catering and venue are to be arranged by

the booking agency. We can also deliver training via the webinar collaboration tool of your choice. Zoom, Microsoft Teams and GoToWebinar are popular options.

To find out more information or make a booking, [email](#) or phone (07) 3005 7023.