



QUEENSLAND
OMBUDSMAN
Standing for fairness

Web: www.ombudsman.qld.gov.au

Call: (07) 3005 7000

Toll free: 1800 068 908

Speak & Listen: 1300 555 727

Interpreter: 131 450

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 – webinar

Webinar open sessions are a great opportunity for regional officers to access interactive training. Joining an open session is subject to availability.

Cost: \$335.50 (Includes GST) per person.

Upcoming open sessions

Group sessions – 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: \$3,355 includes GST (per group, maximum of 25 in group).

We 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.