



Making and Dealing with Complaints

One-Day Workshop

Making and Dealing with Complaints

Workshop Overview

Do you dread having to make a complaint or give negative feedback? Or are you the unfortunate person who has to deal with incoming complaints? Do you want to improve your skills in dealing with complaints in English to help improve your confidence and achieve success in your day-to-day job?

If you answered yes to any of the above questions this course is for you!

Many of us work in jobs that require dealing with issues either externally or internally. When doing this in English, it can often be difficult to find the right words to ensure any complaints or issue can be dealt with swiftly and effectively.

Whether you are on the receiving end, or have to make complaints yourself, 'Making and Dealing with Complaints' is made easy with this engaging one-day workshop. It not only covers some essential language for disagreeing and highlighting issues, but also focuses on how to apologise and turn negatives into positives.

The workshop is aimed at professionals who want to make an impact in their professional environment and confidently interact with others in an English-speaking environment. Participants will have the opportunity to put into practice key language around the topic through interactive and engaging activities

Requirements

The workshop is aimed at participants with a B1-C1 level of English.

Experience working in a professional environment.

We are flexible and offer this workshop as a complete one-day workshop or two half-days.

Making and Dealing with Complaints

Aims and Learning Outcomes

Content

- **Introduction:** Types of complaints and how we deal with them
- **Making Complaints and Expressing Disagreement:** Language of complaining and how to complain constructively.
- **Accepting Apologies:** How to accept an apology and move towards finding a solution.
- **Receiving Complaints and Apologising:** How to say sorry, be polite, and deal with negative situations.
- **Accentuate the Positive:** How to turn a negative situation into a positive.
- **Covering your Gaps:** How to continue your learning in business vocabulary and create a learning action plan.

Learning Outcomes

By the end of the workshop you will have:

- ✓ Learnt key new Business English vocabulary and expressions and put it into practice with hands-on interactive activities.
- ✓ Learned how to use some valuable tools to help with self-study.
- ✓ Developed your confidence in a business English setting through roleplay and interaction in a group setting.

Contact Us

For more information, please feel free to contact us on:

Email: info@thelanguagehub.es

Tel: +34 635 42 20 40