

SPSO Training Courses

SPSO
Training

This leaflet tells you about the range of training courses for organisations that are available from the SPSO.

In-house Courses

We can train up to 20 staff at a venue provided by you. Course prices include all course materials.

1 **Good Complaints Handling:** ½ day £900

Who should attend?

Front-line staff who have immediate responsibility for reacting to customer feedback or responding to Stage 1 complaints.

What does it cover?

- why people give feedback and what they want to achieve by complaining.
- ways to de-escalate potential complaints and what can go wrong when concerns are responded to badly.
- the value of empathy and appropriate apology.
- ways of managing our own behaviour and that of others when things become difficult.

Participants will have an opportunity to discuss which issues are for the complaints process and which issues should be dealt with in other ways.

2 **Complaint Investigation Skills:** 1 day £1,800

Who should attend?

Investigation staff with responsibility for investigating or responding to Stage 2 complaints.

What does it cover?

- why people complain and what they want to achieve by complaining.
- ways to avoid complaints escalating further and what can go wrong when concerns are responded to badly.
- the value of empathy and appropriate apology.
- ways of managing difficult behaviour and using an unacceptable actions policy if necessary.

Participants will work their way through a sector-appropriate case study from initial receipt of the complaint, through planning, investigation, judgement, decision-making, and, finally, communicating the decision.

SPSO Training Courses

3 Managing Difficult Behaviour: 1 day £1,800

Who should attend?

All staff who might receive negative feedback from the public or other stakeholders.

What does it cover?

- why people complain and what they want to achieve by complaining.
- how people react in situations of conflict and how this can give rise to behaviours that cause problems.
- ways to de-escalate potential complaints and look at what can go wrong when concerns are responded to badly.
- how an Unacceptable Actions Policy (or equivalent) can be helpful in dealing with situations which become difficult.

Participants will be given an opportunity to assess their own conflict styles and develop ways of managing their own personal 'triggers'. We will consider a number of different theories and tools which can be helpful in managing conflict. The session will include a number of opportunities to put theory into practice and participants will be able to discuss their own particular concerns.

Multiple Bookings?

We offer a discount of 10% on all bookings of 2 or more in-house courses made at the same time.

Open Courses

These courses are open to individual participants from all public sector organisations in Scotland.

Complaint Investigation Skills *(see description for in-house course 2)*

Managing Difficult Behaviour *(see description for in-house course 3)*

Learning from Complaints

Who should attend?

Staff with responsibility for enabling and ensuring the maximisation of learning from complaints.

What does it cover?

We look at effective remedies and learning loops for individual complaints. Participants will also explore various tools and methods for ensuring wider/systemic learning from complaints through root cause analysis.

All open courses are £180 pp (courses are usually held in Edinburgh but may be scheduled in other locations depending on demand). For all SPSO open course dates, please visit the SPSO Training Unit website: www.valuingcomplaints.org.uk/training-centre/

To register an interest in any of our open courses please email training@spsso.org.uk

Bespoke Courses (from £2,500 for a 1 day course)

Courses usually include examples from various public sector organisations. Examples can also be developed to suit a particular organisation. We can tailor the course content to suit individual organisational requirements. Please contact us to discuss your requirements at training@spsso.org.uk

For more information or to make a booking please email training@spsso.org.uk