



SOCAP Professional Development Calendar

APRIL – JULY 2020

Modules

Webinars

Short Courses

Self-paced modules

NOT SURE ABOUT DATES? NO PROBLEM. REGISTER YOUR EXPRESSION OF INTEREST IN A PROGRAM AND YOU WILL BE NOTIFIED OF THE NEXT AVAILABLE SCHEDULED CLASS. OR WE CAN COME TO YOU. Our training courses and workshops are available to be conducted in-house, on your site, at a date that is convenient for your entire team. Ask us for a tailored proposal for your team's onsite or virtual training. Call 02 9167 9119, email socap@socap.org.au or visit socap.org.au to view the full Events Calendar and to book.

We're supporting complaints professionals with access to complaints handling skills development delivered via new social-distance safe virtual classrooms and webinars. Upskill yourself and your team to meet the increased demands of these challenging times and expand your abilities to confidently support customers facing increased stress and vulnerability.

We know operations and resources are working to capacity, and sometimes it is hard to commit to a class time. From April to July, while we all work through the impacts of COVID-19 on our businesses, we are now taking registrations for our training programs per class stream and will advise participants of the next available scheduled session.

Explore our professional development calendar for specialised virtual training, individual modules to develop specific skills, self-paced modules, webinars and short courses.

Thanks for supporting us as we all adapt to new ways of working, to assist members, consumers, and organisations.



Programs marked with this symbol indicate the course is worth professional development credit points towards SOCAP Australia Complaint Professional Certification.

Webinars



These webinars run for approximately 45 minutes and can be delivered as a live, interactive virtual classroom or provided to you as a pre-recorded webinar that your team can view at a time that suits them. The solutions can be purchased individually or as a package delivered over weeks or months.

BUILDING RESILIENCE, CONNECTION THROUGH LANGUAGE, AND CONTINUOUS IMPROVEMENT – FIVE PART SERIES

1. NEW WAYS OF WORKING

Duration: 45 minutes

Innovative new ways of working can support complaints teams to function even more efficiently and effectively. This webinar explores how complaints teams can achieve standard KPI's (and more) in challenging times through collaboration, innovation and by celebrating success.

BOOK NOW FOR NEXT AVAILABLE CLASS

2. RESILIENCE THROUGH CHANGE

Duration: 45 minutes

Being able to adapt to changing circumstances is a necessary skill for complaints handlers. Understanding what is blocking our ability to be flexible is key. This webinar explores the concept of change, the benefits that come from “going with the flow” and the positive results that can be achieved when a future stance is adopted.

BOOK NOW FOR NEXT AVAILABLE CLASS

3. CARING COMMUNICATIONS

Duration: 45 minutes

At a time when so many customers are being affected by hardship and adverse circumstances, expressing care for others has never been more important. This webinar explores how care can be expressed through tone of voice and thoughtful communications. Complaints handlers can help customers achieve positive outcomes just by asking the right questions and by “being present” to the situation.

BOOK NOW FOR NEXT AVAILABLE CLASS

4. TIME MANAGEMENT FOR COMPLAINTS HANDLERS

Duration: 45 minutes

Are you dealing with the “squeakiest wheel” or managing your time effectively? What sort of planning do you and your team do to achieve high levels of productivity? How do you achieve your KPI's whilst managing unexpected interruptions? This webinar explores the principles of time management and provides practical tips on managing time effectively and for positive outcomes.

BOOK NOW FOR NEXT AVAILABLE CLASS

5. CONTINUOUS IMPROVEMENT IN A CRISIS

Duration: 45 minutes

Whilst managing high caseloads seems to be the main priority, now is not the time to take our finger off the pulse in relation to data collection and utilisation. Complaints teams need to use complaints data to make continuous improvement to complaints systems and to prevent the problem(s) from arising. This webinar explores the principles of root cause analysis and provides tips and strategies for problem analysis and resolution.

BOOK NOW FOR NEXT AVAILABLE CLASS

Webinars



COVID-19 – FOUR PART SERIES

1. WORKING REMOTELY – ADAPTING TO THE NEW WAY OF WORKING

Duration: 45 minutes

As working from home becomes the new norm, employers and employees are presented with many unforeseen challenges. For some, this may be familiar territory, but for many, working remotely represents significant change.

BOOK NOW FOR NEXT AVAILABLE CLASS

2. STAYING CONNECTED – DURING SOCIAL (PHYSICAL) ISOLATION

Duration: 45 minutes

Social (physical) distancing can give rise to feelings of loneliness and isolation, which can cause great distress for people and negatively impact their mental and physical health.

Humans are wired to connect with others. In fact, strong social connections and positive relationships are a biological need and the number one contributing factor to our wellbeing.

BOOK NOW FOR NEXT AVAILABLE CLASS

3. TURNING STRESS INTO AN ADVANTAGE

Duration: 45 minutes

Stress is often viewed in purely negative terms. It is seen as a response that should be minimised or pushed aside – but what if stress can be turned into an advantage to fuel positive change?

Researchers have found that viewing stress as a helpful part of life, rather than harmful, is associated with better health, emotional wellbeing, and productivity at work even during periods of high stress.

BOOK NOW FOR NEXT AVAILABLE CLASS

4. MANAGING EMOTIONS DURING COVID-19

Duration: 45 minutes

Have you felt overwhelmed with frustration, fear and uncertainty of late? Have your emotions hijacked your ability to perform at your best or even panic buy and stockpile toilet rolls?

Rest assured, you're in good company and it is your brain's way of keeping you safe. But what if there's a way to more intelligently evaluate and manage our emotions in order to navigate the current landscape and beyond?

BOOK NOW FOR NEXT AVAILABLE CLASS

Short Courses



All our core complaints handling programming for intensive learning sessions are now available to be delivered virtually as facilitator-led by technical experts, for interactive, engaged and connected sessions for class members, colleagues and team members.

These short courses run for approximately 4 hours with break out sessions supporting participant involvement.

In protracted periods of remote work, virtual sessions are a great way to boost engagement, enhance skills for new environments and service levels, and reignite internal collaboration.

DAILY HABITS FOR RESILIENT COMPLAINT HANDLERS – MANAGE STRESS AND PREVENT BURNOUT

Duration: 4 Hours

Enhanced self-care strategies to prevent resilience reduction, rebuild and maintain resilience including body and mindfulness-based techniques. Join SOCAP in this interactive virtual class and learn or refresh practical skill-based approaches to managing stress and avoiding burnout, including mindset, perspective taking and attentional strategies.

BOOK NOW FOR NEXT AVAILABLE CLASS

SKILLS BASED DOMESTIC VIOLENCE AWARENESS

Duration: 4 Hours

Learn skills for identifying and responding appropriately to customers who may be experiencing domestic and family violence, which may increase risks to their safety, mental health, and financial wellbeing.

Build staff confidence to safely manage these conversations and provide effective service support with a respectful empowering approach, as well as ensuring self-care is practised including debriefing.

BOOK NOW FOR NEXT AVAILABLE CLASS

DE-ESCALATING THE AGITATED CALLER FOR COMPLAINT HANDLERS

Duration: 4 Hours

Equip yourself with conversational skills to respond to a caller who threatens violence, self-harm, or suicide.

You will learn how to recognise signs of distress, anger, or mental illness, develop effective respectful responses by establishing boundaries that help to de-escalate anger and contain calls. Debriefing, self-care and accessing support programs are also included.

BOOK NOW FOR NEXT AVAILABLE CLASS

Short Courses



CUSTOMER SERVICE AND COMPLAINT MANAGEMENT 101

Duration: 4 Hours

An essential for all service professionals and those new to handling customer interactions to learn or refresh skills in the 5-phase service model; and how to identify the top seven reasons that cause customer dissatisfaction.

Increase your confidence by learning how to quickly build and maintain rapport to ensure messages are transmitted accurately; and then apply the key skills and specific techniques to progress a client seamlessly through each service phase.

BOOK NOW FOR NEXT AVAILABLE CLASS

MANAGING DIFFICULT CONVERSATIONS

Duration: 4 Hours

As caseloads and vulnerabilities increase in the customer care and complaints setting, ramp up your skills and emotional intelligence to manage difficult conversations and avoid conversations from spiralling out of control.

Learn a proven model that will help manage your nerves during difficult conversations, use specific techniques to lessen emotional responses when delivering bad news and reach equitable customer outcomes with empathy and respect.

BOOK NOW FOR NEXT AVAILABLE CLASS

SKILLS BASED MENTAL HEALTH AWARENESS FOR COMPLAINT HANDLERS

Duration: 4 Hours

Learn how to identify individuals who are at risk of self-harm, tools and techniques to handle difficult situations and how to tend with respect to the needs of consumers with mental health issues.

By better understanding the impacts and prevalence of mental illness and how it relates to the consumer experience you will be able to relate more calmly and effectively with appropriate language to reach equitable and safe outcomes.

BOOK NOW FOR NEXT AVAILABLE CLASS

Short Courses



FROM RAGE TO REASON

Duration: 4 Hours

Your customers are being impacted by many life factors (both within and outside their control) that can drive them to anger or rage. Enhance your ability, confidence, and resilience by learning to understand and manage these interactions.

Get out of an emotional hijack by creating a dialogue that is rational and logical. Learn negotiation strategies to better manage highly emotional exchanges and shift customers from uncontrolled anger into a calmer and more rational position.

Participants will have the opportunity to analyse what triggers an emotional outburst and how to recognise and avoid conversations escalating.

BOOK NOW FOR NEXT AVAILABLE CLASS

DRIVING BUSINESS CHANGE & WINNING COMMITMENT BY LEVERAGING COMPLAINTS

Duration: 4 Hours

Real-life case studies, key market trends and best practice approaches, as well as practical advice on how to leverage insights to apply to training, data, analytics and operational changes to make a real difference for your consumers and organisation.

Learn how to influence change by building a business case drawing on the power of storytelling and turn your complaints data into actionable insights.

BOOK NOW FOR NEXT AVAILABLE CLASS

WRITTEN COMMUNICATION FOR COMPLAINT HANDLING

Duration: 4 Hours

Part of good communication is knowing the phrases to avoid and the language that connects. These unusual times call for a review of some of your usual language and casual comments while supporting customers who are already stretched through dealing with the impacts of the pandemic.

Understanding the impact of some of your typical communications can make a big difference to connecting with customers and building rapport so you can reach beneficial outcomes.

Join SOCAP in this interactive virtual classroom where you will learn to identify the customer service phrases that your team should steer away from and learn more effective ways of responding to create connection, rather than have your customers cringing.

BOOK NOW FOR NEXT AVAILABLE CLASS

Online self-paced modules



The flexibility of online training is offered to SOCAP members on two essential programs. These accessible 90 minute modules can be completed in your own space and time.

ASSISTING CUSTOMERS IN VULNERABLE CIRCUMSTANCES

Duration: 90 minutes

This self-paced online learning module provides team members with best practices in identifying and empathising with issues of vulnerability and memorable practical tools needed to handle tough situations.

Participants will learn skills to recognise and assess vulnerability, stabilise conversations for themselves and customers.

BOOK NOW

ETHICS FOR COMPLAINT PROFESSIONALS

Duration: 90 minutes

Complaint teams handle difficult situations and serve as the intermediary between a disgruntled consumer and the organisation – though the two may have divergent needs. Knowing how to respond ethically is critical for success in these times of increased public and regulatory scrutiny.

You will also learn how an organisation's values and principles guide ethical business behaviour, as well as how to manage ethical issues and disclose and manage conflicts of interest.

This essential program is delivered online for convenience and accessibility and is structured as three modules of learning.

BOOK NOW



SOCAP helps members achieve fair and effective outcomes for consumers.

Ask us how we can help you with your complaints management and dispute resolution services through public and tailored education, inhouse training and consultancy services.

For all your professional education needs visit the SOCAP website or call **02 9167 8119**.

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