

# ISO and Nina Harding present Complaints Handling Workshops

Nina Harding is a dispute resolution expert having worked in this field in Australia and internationally since 1990. She is a law graduate, a Harvard Law School trained mediator, holds a Master of Laws and is a LEADR Advanced Mediator.

Nina specialises in resolving business or commercial disputes. She has mediated numerous complex workplace disputes as well as large public and community disputes. Nina has taught mediation, conflict resolution, negotiation and complaint handling in Australia, New Zealand and Asia.

Her clients have included: state, local and federal government, KPMG Peat Marwick, the Hong Kong International Arbitration Centre, Hong Kong University, The Law Institute of Victoria, the ATO. Nina has also taught complaint handling to various organisations including CommSec, ABN AMRO, Westpac, NAB and members of The Financial Industry Complaints Service, The Energy and Water Ombudsman NSW and The Energy and Water Ombudsman Victoria and as a postgraduate program through La Trobe University.

Nina was the Keynote speaker at the Insurance & Savings Ombudsman ("ISO") Workshop and Conference 2006 and 2008.

[www.iombudsman.org.nz](http://www.iombudsman.org.nz)  
[www.ninaharding.com](http://www.ninaharding.com)



**One day workshops. To get the maximum benefit from the workshop the numbers are limited to 100 attendees per day.**

ISO members \$250 + GST

Non ISO members \$295 + GST

Group booking of 8 or more \$275 + GST

## Price includes:

- One day workshop 7 CPD points (conditions may apply)
- Workbook with exercises
- 50 page complaints manual on disc
- Template for building your own internal dispute resolution process
- Discount voucher for Nina Harding Online Modules x 8 4 CPD points (conditions may apply)
- Morning tea, afternoon tea and lunch provided

## Registrations, coffee and tea from 8am

### Workshops 8.45am – 5.00pm

#### 8.45 Welcome and introduction

#### 9.30 Resolving complaints

- What do customers expect?
- Some recent complaints and the impact on business
- Elements of a good experience
- The business case for capturing and resolving complaints

#### 10.15 Communication skills

- Communicating in conflict
- How to listen for subtle cues over the phone
- Building a connection with the caller
- Decoding messages and communicating clearly

#### 11.00 Morning tea

#### 11.15 What happens when a complaint is made?

- The role of the external dispute resolution service provider
- What you need to do and making it easy
- What you can learn from complaints
- Reducing your complaints

#### 12.00 A simple model. Identifying the issues, looking for options & breaking impasses

#### 12.30 Lunch

#### 1.15 Keeping things moving

- Preparing for a negotiation
- Creative problem solving
- Breaking impasses
- Reality testing

#### 2.30 Challenging customer behaviour – what behaviour do you struggle with?

#### 3.00 Afternoon tea

#### 3.15 Challenging customer behaviour – what the research says

#### 3.45 How to say no nicely when you have to deny a claim (When you can't do what the customer is requesting can be very difficult)

#### 4.30 Being persuasive

#### 5.00 Close of workshop



*"A dynamic course, which was thoroughly researched, well-planned with relevant content to our business. This course has equipped our people with the skills to deliver better results- well worth doing!"*

**Ken Malaxos, Conciliation Manager Customer Relations Group Optus**

*"I cannot speak too highly of Nina Harding's conduct of the mediation workshop. Her skill, energy, imagination and commitment were inescapable. Her engaging sense of humour made the whole experience an enjoyable one for those fortunate enough to attend."*

**Robert Fisher, Queen's Counsel and former Judge of the New Zealand High Court**

*"The training provided by Nina is amongst the best development work I've ever done. The practical experience and feedback make it immediately meaningful and useable. HIC has also engaged Nina to conduct high level mediations, and has found her practical, quiet approach achieves excellent results and that, most importantly, those results last."*

**Julia Burns, Manager People and Performance HIC**

*"It was so worth while that I would love to get all of my staff along....keep pushing people who have not attended as it will help derisk our whole business!!"*

**In-house Complaints Handling Workshop, ABN AMRO Morgans**

*"The workshop evaluation forms consistently reflected commentary such as 'Nina's presentation was awesome with her depth of knowledge and experience evident', 'Nina was an excellent presenter; engaging, energetic and answered all questions asked of her comprehensively from a knowledge based background'. 93% of participants rated the workshop excellent."*

**Jeff Caldbeck CEO, Rural Financial Counselling Service NSW - Central West Inc**

*"Nina was excellent."*

**Steve Williams, Australian Defence Force**

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## Registration Form

Please tick the box for the date and venue you wish to attend

- Christchurch Monday 15 November 2010**  
Holiday Inn On Avon, 356 Oxford Terrace - Ph 03 379 1180
- Wellington Tuesday 16 November 2010**  
Holiday Inn, 75 Featherston Street - Ph 04 499 8686
- Wellington Wednesday 17 November 2010**  
Holiday Inn, 75 Featherston Street - Ph 04 499 8686
- Auckland Thursday 18 November 2010**  
The Hyatt Regency, Cnr Waterloo Quadrant & Princes Street - Ph 09 366 1234
- Auckland Friday 19 November 2010**  
The Hyatt Regency, Cnr Waterloo Quadrant & Princes Street - Ph 09 366 1234

Name: Mr, Miss Mrs, Ms, Dr. \_\_\_\_\_

Participant/Member of the ISO scheme:  tick box if yes

Company registration - company name: \_\_\_\_\_

Company registration - alternative contact name: \_\_\_\_\_

Company registration - number of registrations: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post code: \_\_\_\_\_

Phone number: ( ) \_\_\_\_\_ / Mobile: \_\_\_\_\_

Email address: \_\_\_\_\_

Please circle:                      Vegetarian                      Vegan                      Gluten Free                      Dairy Free  
(if applicable)

Other: (please state) \_\_\_\_\_



Please download the registration form, complete, scan and return to the Office of the Insurance & Savings Ombudsman either by: email [membership@iombudsman.org.nz](mailto:membership@iombudsman.org.nz), fax 04 4997614 or post to Office of the Insurance & Savings Ombudsman, PO Box 10845, Wellington 6143. You will be emailed an invoice. This is payable by direct debit or by cheque. The ISO does not accept credit card payments. For any further enquiries please call Penelope England 04 917 5616.