

DON'T TAKE IT PERSONALLY!



Dr Dorothy Armstrong is delighted to join your regular webinars to present her work about complaints. If you find yourself on the receiving end of criticism, concerns or complaints this webinar will support you to respond effectively whilst treating yourself with self-kindness and compassion. This introduction to **The Complaints Coach** Programme will explore the triggers that may escalate complaints and how to respond effectively. As the numbers of complaints increase, it is vital colleagues are supported through this process.

THURSDAY 10TH FEB 2PM

DON'T TAKE IT PERSONALLY: AN INTRODUCTION TO RESPONDING TO COMPLAINTS WHILE CARING FOR YOURSELF

- UNDERSTANDING TRIGGERS & CONFLICT
- FIGHT FLIGHT FREEZE
- TIPS FOR EARLY RESOLUTION
- ON THE RECEIVING END

www.dorothyarmstrong.net

The Complaints Coach Programme

The programme incorporates all you need to know about complaints and will give you the skills and confidence to resolve complaints at the earliest opportunity, to use effective and positive language, to respond verbally and in writing with empathy and compassion and to ensure you and your team are supported while on the receiving end of criticism, concerns and complaints.

We will explore the values and triggers that may cause people to complain and share tools and tips to enable you to respond effectively. We will discuss the behaviours we find challenging including anger, distress and high conflict or vexatious complainants.

Throughout the programme we will use creative ways to share our learning such as case studies, video analysis and TED talks.

Testimonials

"Have learned lots about approaching difficult situations and how to deal with them" Consultant

"This programme isn't just about complaints, there is so much learning that can be applied everyday, both personally and professionally." NHS Nurse

Dr Dorothy Armstrong

Following many years in the NHS as a senior nurse and educator I founded my company in 2012. I am a Honorary Fellow at the University of Edinburgh and Chair of a small dementia day care centre in Edinburgh.

Working with Scotland's Ombudsman gives me a unique perspective about the emotional elements often associated with concerns and conflict. And from there I have developed a whole suite of resources to support us communicating at our best, managing conflict and caring for ourselves in the rich rollercoaster of life.

I remain a registered nurse and teacher. And I continue to learn using a number of approaches including Appreciative Inquiry, Mindful Self Compassion & Conversational IQ.

