



# SOCAP Professional Development Training Calendar July – Dec 2019

Become the expert in your organisation for complaints handling, dispute resolution and customer services to provide fair and effective outcomes. Explore our professional development and member events calendar for specialised training, workshops, webinars and networking events across Rising Star, Intermediate and Advanced programming options. All SOCAP training programs can be credited as CPD for SOCAP Complaints Professional Certification, with CPD points shown on each program listing.

**CAN'T MAKE THE DATES? NO PROBLEM – 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 training. Call 02 8095 6426, email [socap@socap.org.au](mailto:socap@socap.org.au) or visit [socap.org.au](http://socap.org.au) to view the full training calendar and to book

## Contents

Training at a glance	3
SOCAP Australia 29th Annual International Symposium 2019	4
Customer Service and Complaint Management 101	5
Ethics for Complaint Professionals	6
Assisting Customers in Vulnerable Circumstances	7
Responding to the Agitated Caller	8
Written Communication for Complaint Handling	9
Managing Unreasonable Complainant Conduct	10
Maximising your Resilience in the Workplace and Beyond	11
Adopting a Customer-Driven Framework Masterclass	12
Strategic Complaints Improvement Masterclass	13
Handling Social Media Complaints and Crisis/Reputation Management	14
Negotiation and Dispute Resolution for Entrenched Complaints	15
Stepping Up – Team Leader Management Strategies	16
Domestic Violence Awareness	17
Community of Practice	18
SOCAP Webinar Series	19
SOCAP Australia Leadership Breakfasts	20



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







# Responding to the Agitated Caller



@ 5, @ Thursday, 11 July

Consumer Behaviour and Wellbeing

4, 4),9: (3 or more SOCAP members from one company) \$627  
4, 4),9: \$697  
5 65 4 , 4),9: \$808

- < \*0URPWHMZYNBZPVHSSWSPJ
- < 0PPKPIJSMVYHJOWHYVJHJHSS
- < 0YYHPVHSISPM0BKIJVTWSPHJ OHKSLZYVM0VHSZ
- < )VHYPZMDY VSWVSPJWZYHS
- < WPH00X
- < :BM\*HYL

### 6635:

This program is relevant for all training tiers, Rising Star, Intermediate, and Advanced

90: 05.: (9

This program is designed for Rising Star participants and new entrants in customer experience, consumer care and complaints management roles. Participants with Intermediate customer care and complaints management skills are also advised to attend to refresh skills sets with updated learning techniques.

05:9 4 ,+ 0

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.

( + =5 \* ,+

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.

### 655:

Callers may present as agitated for one of a number of reasons, including anger, mental illness, suicidal ideation or crisis unrelated to your business. Responding to an agitated caller will explore reasons that may have led to this distressed state, roadblocks to communication and the skills required to respond in a way that is respectful, appropriate and empowering.

7HYPJWHP0SSWYVPKPPD3PMSPHYIVY to Hawkesbury's unique "5 E's Framework for KPJSJVMZPV0K)VKHYPZMDYVSL organisational and personal) are a strong theme that run throughout the course.

:WHPAJVMZPVHSTPJYV0PSSZYVVK and participants will learn how to respond to the caller that threatens violence, self-harm or suicide. WPH00X\*HYH0HJ0M7HYL important modules also covered in this training.

3(95 05.6 < \* 64 ,

- < 0HKVYYHIV00 WLV0
- < \*VTT0JHPV0VHKISVJRZ
- < 9UV000MKPZ 0MTHSPSS0
- < 9UV0PSSZYHTYRMYKPIJS[ conversations and conversational micro skills)
- < PJS0P0N
- < \*JSWM\*V0J[
- < WSH0P0M
- < \*VHP0WSSZ

) 90\$, Thursday, 18 July

Customer Service Excellence

4, 4),9: (3 or more SOCAP members from one company) \$627  
4, 4),9: \$697  
5 65 4 , 4),9: \$808

POSUPPY WLV0JVTWSPH0

received by letter and email will reduce complaint escalation and ultimately cut the cost of complaints. Thoughtfully crafted communications can potentially turn negative experiences into positive experiences and help to retain the customer and enhance the brand. Poor communications can erode customer JVW0VYVYN0ZPV0PJOP0` good written communication is a critical part of complaint handling. This workshop program HTP00VYH0WYHJPIJVM0P0P0J communications in complaint handling. Written JVT0JHPV0WHPH00BWSVY they can obscure meaning and antagonise. They can encourage dialogue and resolution or promote ongoing hostility and even litigation. They can speed up complaint handling or lead to protracted and unproductive paper wars.

- < 7YPWPWSZM0P0P0VTT0JHPVU
- < 3HY00VH0WY0P0L
- < 000K0P0VYVW0K0T0N
- < WY0K0P0H0K0P0W0P0H0 using appropriate language

- < :YV0P0W0M000E
- < YPP0W0V0H0SP0P0V0 precedent letters and scripts
- < \*VTT0JHP0H0K0
- < ,WSPH0W0TWS0H0K0Z
- < 9MYHTP0P0P0VTT0JHP0V0
- < YPP0W0V0SVN
- < \*VTT0W0V0S0I0P0P0Y0J correspondence in complaint handling

05:9 4 ,+ 0

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.



# Managing Unreasonable Complainant Conduct

All states register your expression of interest

## THEME

Consumer Behaviour and Wellbeing

## PRICE

**MEMBERS** (3 or more SOCAP members from one company) \$627

**MEMBERS** \$697

**NON-MEMBERS** \$808

## BOOK NOW

## CONTENT

Unreasonable conduct by complainants (UCC) can take up an inordinate amount of an organisation's time and money.

Additionally, if situations escalate this can lead to increased absenteeism, staff attrition, and counselling or related medical expenses. This, along with the increased incidence of extreme customer behaviours, means that it is critical for those who work in complaints to know how to manage UCC. SOCAP Australia and the NSW Ombudsman deliver this practical, one-day workshop tailored for both the public and the private sector.

During this one-day intensive workshop you will learn:

- What is unreasonable complainant conduct (UCC)
- 10 common mistakes complaint handlers make
- Preventative and reactive skills and strategies to effectively and confidently deal with UCC
- How to deliver equity and fairness, efficiency along with providing a safe and healthy work environment for staff
- Verbal communication strategies to assist staff to deal with potentially aggressive situations.

## LEARNING OUTCOMES

By completing this workshop, participants will be able to:

- Explain the reasons why it is important to effectively manage UCC
- Appropriately categorise examples of UCC
- Identify the most appropriate management principles to apply to UCC
- Give examples of a range of strategies available to manage UCC
- Outline strategies for responding to the anti-social use of social media and the internet
- Implement key strategies for preventing UCC
- Demonstrate familiarity with the purpose and contents of the Model Policy for managing UCC
- Apply various strategies designed to reduce and/or resolve conflict.

## WHO SHOULD ATTEND

Advanced This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.



# Maximising your Resilience in the Workplace and Beyond

**SYDNEY:** Wednesday, 24 July

**MELBOURNE:** Tuesday, 3 September

**BRISBANE:** Wednesday, 11 September

**PERTH:** Thursday, 26 September

**ADELAIDE:** Thursday, 7 November

## THEME

Consumer Behaviour and Wellbeing

## PRICE

**MEMBERS** (3 or more SOCAP members from one company) \$627

**MEMBERS** \$697

**NON-MEMBERS** \$808

## BOOK NOW

## CONTENT

The work of complaint handling and dispute resolution can involve a high degree of emotional wear and tear. The ability to build and maintain resilience is critical, with lack of bounce or rebound taking a toll on personal wellbeing resulting in diminished energy and enthusiasm for both work and personal life.

Recent advances in neuroscience and interpersonal neurobiology have given a far deeper understanding of the way interpersonally challenging work impacts our brain and the strategies we can use to best protect ourselves.

Key indicators that resilience is lacking in yourself or your team can be poor team morale or a dysfunctional team, decreased productivity, professional burnout, increased sick leave and absenteeism, or in a worst case scenario, increases in work related stress claims.

While individuals are responsible for their own health and wellbeing, a work environment where customer calls often escalate, or are just plain argumentative, can erode an individual's ability to manage this independently and it therefore becomes a work, health and safety imperative



## LEARNING OUTCOMES:

- Increased understanding of personal and professional resilience including a comprehensive framework for understanding resilience and applying strategies that build and maintain resilience
- Increased understanding of the relationship between stress, challenge, emotional intelligence and resilience
- Increased understanding of relevant human brain function and behaviour
- Enhanced self care strategies to prevent resilience reduction, rebuild and maintain resilience including body and mindfulness based techniques
- Improved specific workplace strategies including preparing for the day, team self-care to enhance team resilience
- Enhanced individual skill based strategies focussing on cognitive strategies including mindset, perspective taking and attentional strategies
- Increased understanding of when and how to seek help

## WHO SHOULD ATTEND

This program is relevant for all training tiers, **Rising Star**, **Intermediate**, and **Advanced**.



## Adopting a Customer-Driven Framework Masterclass

**SYDNEY:** Tuesday, 17 September

**MELBOURNE:** Wednesday, 18 September

### THEME

Business Transformation

### PRICE

**MEMBERS** \$800 per person

**MEMBERS** (3 or more SOCAP members from one company) \$725 per person

**NON MEMBERS** \$950 per person

### BOOK NOW

### CONTENT

One of the best sources of insight for innovation and business improvement often comes free-of-charge from your customers in the form of questions, suggestions, and complaints! However, most organisations tend to treat customer feedback as an inconvenience and seldom manage to unlock the true value it can bring. The challenge is how to turn these insights into concrete and profitable improvements in customer experience.

Now, more than ever, organisations must build a customer-driven enterprise that can remove barriers to business, seek out and fix the problems that customers experience, excel at service delivery and outperform their competition.

This one-day masterclass draws from more than 25 years experience working with major public and private sector organisations in the UK, Europe, and Australasia, helping them turn their customer experience vision into a customer experience reality. It presents a series of frameworks, blueprints and guides to help you achieve these goals too.

### LEARNING OUTCOMES

- Service management challenges facing business and the public sector today
- Business case for investing in service excellence
- How to establish your customer experience baseline
- How to create a strategic enterprise-wide framework for customer-driven value creation
- How to use complaints data as a driver for change
- How to conduct actionable ongoing measurement of customer experiences
- How to plan your first steps and set priorities

*The masterclass provides you with insights, practical frameworks and guides to help you turn your customer experience vision into a profitable and cost-effective customer experience reality*

### WHO SHOULD ATTEND

#### ADVANCED

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.



## Strategic Complaints Improvement Masterclass

**SYDNEY:** Wednesday, 2 October

**MELBOURNE:** Thursday, 3 October

### THEME

Business Transformation

### PRICE

Members \$800 per person

Members (3 or more SOCAP members from one company) \$725 per person

Non members \$950 per person

### BOOK NOW

### CONTENT

Successful organisations providing a world-class customer experience understand the value of learning from customer feedback and complaints, and compliance to best practice benchmarks and standards.

This comprehensive consultative masterclass provides the knowledge and tools needed to transform your organisation's culture and practices in complaints management to meet the AS/NZS 10002:2014 International Standard, helping you to achieve best practice in customer experience and service delivery.

This masterclass can also be tailored for an inhouse presentation, allowing customer service teams, managers and leaders across an organisation to analyse their complaints performance in depth.

### LEARNING OUTCOMES

- The strategic value of complaints to an organisation
- The 9 steps in a best practice complaints management process
- Using the AS/NZS 10002:2014 Standard to improve business performance
- Complaints roles and responsibilities – from the CEO to front line staff
- How complainant behaviour impacts on people and processes



- Why your complaints response affects customer satisfaction
- Successful techniques for introducing organisational change
- Masterclass format

*This masterclass combines presentation material, interactive group exercises and consultative discussions throughout the day to ensure attendees walk away ready to transform their complaints performance applicable to their own situation.*

Attendees will gain a working knowledge of skills needed to bring their own organisation's complaints management up to the world-class benchmark of the AS/NZS 10002:2014 International Standard. Masterclass takeaways  
By the end of this masterclass, attendees should expect to be able to:

- Apply AS/NZS 10002:2014 to improve their organisation's complaints processes and customer experience
- Explain the key features of the AS/NZS 10002:2014 International Standard for Complaints
- Describe the benefits of a positive culture towards complaints for their organisations
- Identify the reasons why dissatisfied customers do or don't choose to complain
- Apply insights gained from customer complaints to identify improvement projects and avoid systemic issues and causes of complaints

### WHO SHOULD ATTEND

#### ADVANCED

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.

## Handling Social Media Complaints and Crisis/Reputation Management

**SYDNEY:** Thursday, 17 October

**MELBOURNE:** Thursday, 7 November

### THEME

Business Transformation

### PRICE

**MEMBERS** (3 or more SOCAP members from one company) \$627

**MEMBERS** \$697

**NON-MEMBERS** \$808

### CONTENT

This workshop expands on theories learnt in the Handling Social Media Complaints and Crisis/Reputation Management webinar.

Is your business active on social media? Have you ever had a negative comment? Do you have a plan in place to handle customer complaints or negative feedback which may come in via social media? Having a clear customer service and complaint management system for your social media is essential in today's increasingly online world. Establishing methods to be aware of, and responding quickly and appropriately to negative social comments can help you increase customer loyalty and retention.

### LEARNING OUTCOMES

- How to identify who you are even talking to which can help you hone your tone and response
- What is a social media crisis anyway? How to make the distinction from simple complaint to escalating crisis
- How a PPRR approach can help you Prepare, Prevent, Respond and Recover from any social media crisis
- Catalysts for crisis and identifying them for your organisation
- Why a great response starts with great listening – discover tools you can implement to listen to social media conversations

- How to build your 'social media command centre' whether modest and digital or large and an actual dedicated location on or off premises
- The importance of defining roles & responsibilities
- Key steps for managing complaints or an escalating crisis
- Response guidelines – how to respond in a timely, accurate and appropriate manner and the importance of having an 'escalation plan'
- Response tricks you may not have thought of – utilising your website in a crisis, live chat, influencers, Facebook Assistant, FAQs and more
- Recovery – what you need to do in the aftermath of a crisis
- Emerging trends in crisis management to be aware of

### WHO SHOULD ATTEND

#### INTERMEDIATE

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.

#### ADVANCED

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.



## Negotiation and Dispute Resolution for Entrenched Complaints

**PERTH:** Thursday, 24 October

**ADELAIDE:** Thursday, 31 October

**BRISBANE:** Thursday, 5 November

**MELBOURNE:** Thursday, 21 November

**SYDNEY:** Tuesday, 10 December

### THEME

Customer Service Excellence

### PRICE

**MEMBERS** (3 or more SOCAP members from one company) \$627

**MEMBERS** \$697

**NON-MEMBERS** \$808

### BOOK NOW

### CONTENT

This workshop combines elements of both effective dispute resolution skills for entrenched complaints and negotiation skills training, to enable you to learn in just one day how to resolve disputes and achieve lasting win/win outcomes for both the customer/consumer and your organisation. The session is 100% interactive and attendees learn new concepts by actively participating in role plays, by practicing skills in small groups and through debriefing together.

### LEARNING OUTCOMES

- Learn a structured dispute resolution win/win process for resolving entrenched complaints,
- Acquire tools to effectively negotiate in the complaints environment,
- Cultivate communication skills to improve customer relationships and help you deal with even the most challenging conflict situations,
- Improve your personal approach to conflict and understand why you respond in certain ways, and
- Learn to effectively and quickly resolve customer complaints by focusing on what is at the heart of the issue.

### WHO SHOULD ATTEND

#### ADVANCED

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.





## Stepping Up – Team Leader Management Strategies

**MELBOURNE:** Thursday, 31 October

**PERTH:** Thursday, 7 November

**BRISBANE:** Tuesday, 12 November

**SYDNEY:** Wednesday, 13 November

**ADELAIDE:** Tuesday, 19 November

### THEME

Business Transformation

### PRICE

**MEMBERS** (3 or more SOCAP members from one company) \$627

**MEMBERS** \$697

**NON-MEMBERS** \$808

### BOOK NOW

### CONTENT

Leadership roles are very challenging as you have to manage and develop both individuals and the team. This course equips participants with key skills and techniques that will help them deal with the main challenges they are likely to face. Simple and practical models are illustrated and participants spend time practicing and fine tuning their techniques. The course is highly interactive and participants are encouraged to table real life challenges to discuss and workshop.

### LEARNING OUTCOMES

- The difference between leadership and management
- Why employees underperform
- How to set clear performance expectations
- The four main performance challenges managers typically face
- How to give effective personal feedback
- Informal counselling – what it is, when to use it
- Techniques to build and maintain high work motivation
- Why and how managers must delegate
- What constitutes bullying and harassment
- How to deal with transgressions in these areas.
- The importance of teamwork and common barriers to overcome.
- Team development strategies

### WHO SHOULD ATTEND

#### INTERMEDIATE

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.



## Domestic Violence Awareness

**MELBOURNE:** Wednesday, 27 November

**SYDNEY:** Thursday, 28 November

**PERTH:** Tuesday, 29 October

**ADELAIDE:** Friday, 13 December

**BRISBANE:** Wednesday, 11 December

### THEME

Consumer Behaviour and Wellbeing

### PRICE

**MEMBERS** (3 or more SOCAP members from one company) \$627

**MEMBERS** \$697

**NON-MEMBERS** \$808

### BOOK NOW

### CONTENT

The prevalence of Domestic and Family Violence in our communities, and the resulting risks to both the safety and mental & financial wellbeing of those living with violence, impose on all professionals the need to deepen their understanding of Domestic and Family Violence and mitigate the risks associated with our response. Domestic Violence Awareness seeks to Raise Awareness, Reduce Stigma and thereby Increase Safety around the issue of Domestic and Family Violence and to encourage examination of policies surrounding response when clients or colleagues disclose that they are living with violence.”

### TOPICS COVERED

- What is Domestic Violence?
- Community Attitudes and their impact
- Exploration of the behaviours that constitute DV /Categories of Violence
- Duluth Wheels based on Violent and Respectful Relationships

- The cycle of Violence
- Dilemmas in staying or leaving
- Engaging with someone experiencing DV – empowering, respectful approach, avoiding jeopardising safety
- Self-Care

### WHO SHOULD ATTEND

This program is relevant for all training tiers, Rising Star, Intermediate, and Advanced

#### RISING STAR

This program is designed for Rising Star participants and new entrants in customer experience, consumer care and complaints management roles. Participants with Intermediate customer care and complaints management skills are also advised to attend to refresh skills sets with updated learning techniques.

#### INTERMEDIATE

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.

#### ADVANCED

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.



# Community of Practice

Brisbane	Melbourne	Perth	Sydney	Adelaide	NZ	Duration
16 July 11 Sept 3 Dec	16 July 12 Sept 4 Dec	16 July 10 Sept 5 Dec	16 July 10 Sept 2 Dec	16 July 10 Sept 10 Dec	TBC	2 hrs

## FREE FOR SOCAP MEMBERS

### BOOK NOW

Join us to share your experience and network with other SOCAP members in your state at an upcoming SOCAP Community of Practice. If you would like to be involved in a Community of Practice for your state, please get in touch with the SOCAP team by emailing [socap@socap.org.au](mailto:socap@socap.org.au) or by calling (02) 8095 6426.

### LEARNING OUTCOMES

- ✓ Professional networking
- ✓ Industry case studies
- ✓ Share expertise
- ✓ Research
- ✓ Industry updates

### WHO SHOULD ATTEND

This program is relevant for all training tiers Rising Star, Intermediate, and Advanced.

### RISING STAR

This program is designed for Rising Star participants and new entrants in customer experience, consumer care and complaints management roles. Participants with Intermediate customer care and complaints management skills are also advised to attend to refresh skills sets with updated learning techniques.

### INTERMEDIATE

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.

### ADVANCED

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.

# SOCAP Webinar Series

**MEMBERS:** \$50

**MEMBERS:** (5 or more SOCAP members from one company): \$44

**NON-MEMBERS:** \$60

### BOOK NOW

### CONTENT

#### Handling Social Media Complaints and Crisis/ Reputation Management

Tuesday, 30 July 2019 – 12pm-1pm AEDT

60 minute webinar

Having a clear customer service and complaint management system for your social media is essential in today's increasingly online world. Establishing methods to be aware of, and responding quickly and appropriately to negative social comments can help you increase customer loyalty and retention

#### Open Data, Data Analytics and Reporting

Tuesday, 1 October 2019 – 12pm-1pm AEDT

60 minute webinar

Learn about open data, data analytics & reporting and how it can improve your businesses productivity and profitability!

#### Chatbots /Messenger Marketing

Tuesday, 3 December 2019 – 12pm-1pm AEDT

60 minute webinar

Chat bots. Messenger Marketing. Conversation Marketing. You've probably heard about them and wondered what they're all about and whether they are something else you should be spending valuable business time, money and energy on? The answer is yes.

### WHO SHOULD ATTEND

#### INTERMEDIATE

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.



# SOCAP Australia Leadership Breakfasts



# My SOCAP Member Events and Training Plan

**PERTH:** Monday, 14 October

**ADELAIDE:** Tuesday, 15 October

**MELBOURNE:** Wednesday, 16 October

**BRISBANE:** Wednesday, 9 October

**SYDNEY:** Thursday, 10 October

**THEME**

Member networking events

**PRICE**

**MEMBERS** \$77

**NON-MEMBERS** \$97

**BOOK NOW**

Start the day with SOCAP at our Leadership Breakfast series and join other complaint handling and consumer affairs professionals for a morning panel discussion with industry leaders.

Share your expertise on the issues that affect our professional service delivery directly with industry and government leaders and debate the topics that make a difference to delivering fair and effective outcomes for consumers. For details on each Leadership Breakfast topic, speakers and venue details, visit the SOCAP website.

- ✓ **Industry insights**
- ✓ **Professional networking**
- ✓ **Business transformation**
- ✓ **Process improvement**

**WHO SHOULD ATTEND?**

This program is relevant for all training tiers, Rising Star, Intermediate, and Advanced.

**RISING STAR**

This program is designed for Rising Star participants and new entrants in customer experience, consumer care and complaints management roles. Participants with Intermediate customer care and complaints management skills are also advised to attend to refresh skills sets with updated learning techniques.

**INTERMEDIATE**

This program is designed for Intermediate participants who have general experience in customer experience, consumer care and complaints management roles, who have been working in the industry for more than 12 months and are looking to extend their professional skills and responsibilities. Participants with Rising Star skills are also advised to attend to extend their professional skills and responsibilities.

**ADVANCED**

This program is designed for Advanced participants who have senior experience in customer experience, consumer care and complaints management roles, who are looking to transform their organisation with new thinking and strategic approaches to consumer management. Participants with Intermediate skills are also advised to attend to extend their professional skills and responsibilities.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

Call SOCAP on 02 8095 6426 or visit [socap.org.au](http://socap.org.au) to schedule your membership events and learning and development plans.





FOR  
**FAIR**  
AND  
**EFFECTIVE**  
**OUTCOMES**

**WWW.SOCAP.ORG.AU**



[www.socap.org.au](http://www.socap.org.au)  
Phone: +61 2 8095 6426  
Email: [socap@socap.org.au](mailto:socap@socap.org.au)

Suite 2201, Level 22, Tower 2  
101 Grafton Street  
Bondi Junction NSW 2022

**CAN'T MAKE THE DATES? NO PROBLEM – 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 training.

Call 02 8095 6426, email [socap@socap.org.au](mailto:socap@socap.org.au) or visit [socap.org.au](http://socap.org.au) to view the full training calendar and to book