



Interpersonal Skills – Tip #1

How to Complain Effectively

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At some point in your life or business, you will need to complain about something. Here are *6 things you can do to make your complaining classy*:

1. **Recognise when you are being rude.** Yeah, you're upset but shouting, cussing out the other person, slamming down the phone, are all examples of rude behaviour.
2. **Pick your fights sensibly.** Do not use a sledgehammer to kill a fly. So a Sales Rep did not come off the phone fast enough to deal with you. Is it worth it cussing out her entire ancestry? No...that's not a fight you want to take on!
3. **Consider the possible outcomes of “complaining” your method.** Whatever method you choose, you want to be taken seriously. If you write, choose your words & tone carefully. If you show up in person, how you dress and behave matters. And yes, your words and tone matter too.
4. **Always give yourself a way out.** Your conclusions about the situation may be very wrong. Just imagine yourself maliciously cussing out a business about not answering their phone. Then you discover that it's a faulty telephone cable and not the poor customer service you at first thought.
5. **Stick to the facts.** The facts are: the Sales Rep continued talking on the phone and did not acknowledge your presence, even after she came off the phone. That her makeup looks like she applied it in the dark with a polar stick is just your opinion.
6. **Be pleasant even as you’re insistent.** Being pleasant as you complain brings a speedy and favourable resolution to your problem. Being aggressive and obnoxious will not. And think about it...do you really want to display the very behaviour you’re complaining about?

So, now that you have some idea how to complain effectively, go ahead and support it with [decidedly effective communication...](#)

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