



NOCKOLDS ADR TRAINING

**Let Us Help You To  
Manage Complaints**



## Bespoke quality training for you and your team

Each of our courses are designed and aimed at all levels of team members and delivered remotely or in-person. We use a range of interactive strategies to ensure the greatest possible learning experience that is applicable to the delegate's daily activities and responsibilities.

Contact us now to discuss your training requirements at [sclark@nockolds.co.uk](mailto:sclark@nockolds.co.uk) or call our Nockolds ADR Training team on 0345 646 0406.

## Choose from our range of courses to **meet your business goals**

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### Confident Communication and Client Interaction During Stressful Consults

In this workshop, various approaches and techniques are examined and refined to build a cohesive, effective team capable of managing escalating situations while prioritizing self-care and supporting colleagues.

### Confident Communication, Client Interaction and Complaint Handling

This course draws on insights from real case studies to examine emotive clinical complaints and develop effective strategies for addressing patient concerns.

### Building Confidence in Communication to Diffuse Complaints

This course introduces simple, effective tools to help patient-facing colleagues build confidence in managing unhappy clients, while also using complaint insights to proactively enhance the patient experience.

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**[www.nockolds.co.uk](http://www.nockolds.co.uk)**

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