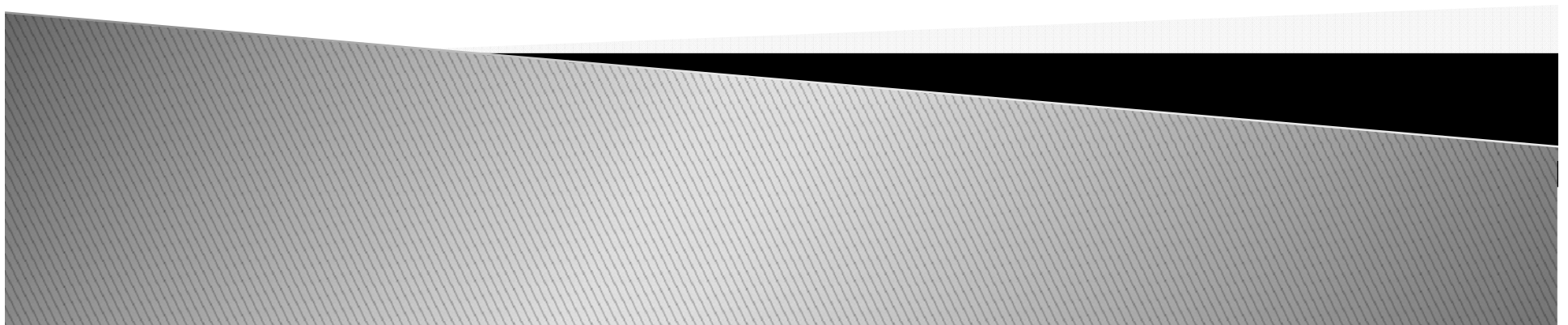


# **Successfully Managing Challenging and Unsatisfied Students**



# Session Goals

Answer the Following Questions:

- ▶ Does your staff know how to manage unhappy students?
- ▶ Does your staff understand their authority and your expectations?
- ▶ Have you provided situational training?

# Today's Student

The problem is, customers want it all: A friendly voice, positive attitude, willing ear and instant solutions to problems - in addition to the best quality products and services and the best prices. And they want it every day ... all day long ... no matter what side of the bed you got up on.

# Our Departments Philosophy on Managing Complaints

- ▶ Respond promptly
- ▶ Admit you made a mistake
- ▶ Gather information
- ▶ Involve other decision makers
- ▶ Prepare others and pass on all your information if necessary

# Questions to Consider

- ▶ Do you know your managers philosophy on student complaints?
- ▶ Do your colleagues know yours?

# Typical Reasons for Student Complaints

- ▶ Initial information is incorrect
- ▶ Un-clear expectations
- ▶ Lack of responses

# Situational Training

Does your staff know:

- ▶ Questions to ask to determine the problem?
- ▶ Who to refer the student to for help?
- ▶ The institutional complaint or appeal process?

Control

Happy Face

Issue

Confidence

Kindness

Empathy

Narrow

Sorry

Ownership

(you)

Personally

# Handling Difficult Students

Richard J. Riehl

*Handling Difficult Students: Can You Spell "Chicken Soup"?*

# Case Study Group Discussions

- ▶ Case Study #1: Inappropriate Behavior
- ▶ Case Study #2: Disabled Student
- ▶ Case Study #3: Anonymous Student
- ▶ Case Study #4: Cheating