Practical ways of making a difference when providing customer service

Contagious Customer Care

Nicky Frisby, Ian Chakravorty and Alison Lawrence

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Karen Bellenir

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Contagious Customer Care Nicky Frisby, Ian Chakravorty, Alison Lawrence, 2001 Make Difficult People Disappear Monica Wofford, 2012-03-22 Save your organization by building the skills to deal with difficult people We all have to work with people we can t stand to be around Our challenge is to find creative ways to handle these difficult people In the fable Make Difficult People Disappear the skills and strategic plan needed to change your mindset are told through a clear concise story By first understanding the four main personality types in the workplace Commander Organizer Relater and Entertainer readers can then devise effective strategies for diffusing unproductive and damaging behavior This book serves to change the mindset and behavior of people who deal with difficulty on a regular basis Wofford describes how through understanding our behavior differences and natural reactions to stress that utilizing a plan based on these differences the difficulty simply seems to disappear Advises everyone from frustrated executives to entrepreneurs tired of dealing with difficult people who suck the life out of their organizations Complete with a step by step action plan Make Difficult People Disappear serves to replenish your confidence and build skills in leading those who until now you didn t know how to manage and felt there was no choice but to continue to deal with or ignore **Go Ahead!** Barry S. Farah, 2019-05-17 The objective of this book is to provide the framework to unleash a contagious customer success culture Customer success is a mind set Mine developed from years of observation and passion Throughout my life I ve started and run several companies Some have been more successful than others but I m an entrepreneur at my core and love to add value for the customer **Go Ahead!** Barry Farah, 2019-05 Business Book Customer success is proactive fueled by purpose inventive fun asks open ended questions and Customer Service in Health Care Kristin Baird, 2000-01-27 Create Your Own has the authority to solve problems Culture of Service Excellence Customer Service in Health Care concentrates on action as opposed to theory It offers a practical step by step proces for creating a culture shift toward customer service excellence at all levels of an organization and presents the essentials to improving performance that will bring the individuals closer to the mission values and standards Saunders 2014-2015 Strategies for Test Success - Pageburst E-Book on VitalSource, Passing Nursing School and the NCLEX Exam, 3 Linda Anne Silvestri, PhD RN Faan, Angela Silvestri, Msn RN, 2013-08-29 Updated to reflect the most current NCLEX r test plans Saunders 2014 2015 Strategies for Test Success Passing Nursing School and the NCLEX Exam 3rd Edition helps you learn the reasoning skills you need to pass any nursing test from routine guizzes to the NCLEX examination It offers strategies for time management critical thinking and problem solving and includes realistic NCLEX exam style practice questions and tests This edition adds new study tips and hints and expands its coverage of alternate item format questions Written by Linda Anne and Angela Silvestri this essential resource gives you the tools you need to overcome test anxiety and prepare for NCLEX success 1 000 online practice questions allow you to apply the strategies learned from the text in a realistic electronic testing environment An emphasis on comprehensive test preparation helps you develop refine

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