

# Customer Care Pack (Management Shapers Pack Offer)

Patrick Forsyth

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# Customer Care Management Shapers

**National Metal Trades Association  
(U.S.). Committee on Industrial  
Education**

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**Motivating People** Iain Maitland, 1998 A guide to motivating people including advice on becoming a better leader and co ordinating winning teams identifying setting and communicating achievable targets empowering others through simple job improvement techniques encouraging self development defining training needs and providing helpful assessment and ensuring pay and workplace conditions make a positive contribution to satisfaction and commitment

**Making Meetings Work** Patrick Forsyth, 1998 One in a series of guides offering expert advice for managers this book describes techniques for maximising one s time both before and during meetings clarifying aims to improve the performance of everyone involved in the meeting process

**Effective Learning** Alan Mumford, 1999 This management text on learning covers recognising the importance of achieved learning understanding the learning process the learning cycle and learning styles preferences taking the best advantage of learning opportunities creating and implementing a Personal Development Plan and encouraging and managing a learning culture

**Conquer Your Stress** Cary L. Cooper, Stephen Palmer, 2000 The authors of this text assert that conquering work stress is actually no different from acquiring any other management skill it just needs understanding and practice

**Introducing NLP** Sue Knight, 1999

**The Disciplinary Interview** Alan Fowler, 1998 The Disciplinary Interview will ensure you adopt the correct procedures conduct productive interviews and manage the outcome with confidence It offers step by step guidance on the whole process including understanding the legal implications investigating the facts presenting the management case probing the employee s case diffusing conflict through skilful listening and questioning distinguishing between conduct and competence weighing up the alternatives dismissing or dropping the case disciplining and improving performance through counselling and training

**Customer Service Management Training 101** Renee Evenson, 2011-09-14 Becoming a great customer service manager requires an intentional focus on skills beyond those required for exemplary customer service Building off the success of her book Customer Service Management Training 101 author Ren e Evenson shows readers what it takes to advance to the next stage in their careers focusing on their development as managers Filled with the same accessible step by step guidance as its predecessor this book teaches readers how to identify their personal management style and develop the core leadership qualities needed to communicate with lead train motivate and manage those employees responsible for customer satisfaction Designed for new managers and veterans alike Customer Service Management Training 101 covers essential topics including planning and goal setting time management team development conflict resolution providing feedback listening to your employees monitoring performance conducting meetings and managing challenges Packed with checklists practice lessons

inspired by real world scenarios and detailed examples and explanations of the right and wrong ways to do things this handy resource is the start and finish of everything customer service managers need to know to thrive

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