

TELEPHONE SKILLS

Pocketbook

2nd Edition

A pocketful of tips
and techniques
on how to profit
by becoming a
telephone 'super-user'

Mary Richards



Telephone Skills Pocketbook

Ian Fleming



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Telephone Skills Pocketbook , The Telephone Skills Pocket Book Mary Richards,2007 The Telephone Skills Pocketbook Mary Richards,1997 This guide is packed with advice and tips on every aspect of using the telephone to improve business performance It highlights areas such as the importance of good communication skills the need to build a rapport how to take control of a call as well as pinpointing bad habits *Telephone Skills Pocketbook* Mary Richards,2007 The Telephone Skills Pocketbook covers every aspect of using the telephone to improve business performance It highlights the importance of good communications skills the need to build rapport favourite bad habits and how to avoid them how to take control of a call how to keep customers happy and more There are separate chapters on *Telephone Skills Pocketbook* Mary Richards,2015-09-16 The Telephone Skills Pocketbook covers every aspect of using the telephone to improve business performance It highlights the importance of good communications skills the need to build rapport favourite bad habits and how to avoid them how to take control of a call how to keep customers happy and more There are separate chapters on receiving and making calls The former includes 10 easy ways to give your caller a bad experience and 10 easy ways to give your caller a good experience The latter explains how to get through to people and get the information you need as well as how to complain and negotiate on the phone In conclusion the author sets out the rules for becoming a telephone super user and for fulfilling the super user's oath I will be in charge and make the phone work for me I will seek out time eaters and destroy them I will use super user control techniques at all times For more on using the telephone as a selling tool see The Telesales Pocketbook **Writing Skills Pocketbook** Stella Collins,2012-01-01 How do you ensure that what you write gets read understood and acted upon The Writing Skills Pocketbook describes a 3 phase approach to planning preparing and polishing written communications for the modern business world Central to the planning phase is a clear understanding of why you are writing and who you are writing for The book guides you through the planning process and shows you how to test your approach The second phase preparation demonstrates how to write clear concise and compelling texts using the author's eight golden rules There is advice too on how to present and illustrate your written material to best effect including the most commonly asked questions on punctuation Don't be too hasty to send your letter email or report Take time to check it thoroughly using the book's 11 point critiquing checklist and top tips for proof reading This is the final polishing phase The Writing Skills Pocketbook is your essential guide to writing confidently swiftly and with greater impact **Listening Skills Pocketbook** Mike Pezet,2017-09-11 tips tools and techniques to help recognise common mistakes and become a purposeful listener **Time Management Pocketbook** Ian Fleming,2011-01-01 The Time Management Pocketbook is one of our most popular titles now in its 6th edition Effective use of time is not just about using your diary better it calls for many management skills The author looks at these skills within the context of a time management model The model breaks down the process of managing time into these headings managing what you do managing where you work managing

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