

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

Mary Richards



Telephone Skills Pocketbook:

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

communications managing to work with others and managing everyday Skills covered include objective setting decision making problem solving creativity assertiveness listening questioning reading writing and handling paperwork and phone calls

Stress Pocketbook Mary Richards, 2015-09-16 Learning to manage stress at work benefits both the individual and the organisation The Stress Pocketbook is full of practical advice on ways to manage your own stress and how to help others Emphasis is on what to do rather than on theory The book was voted best of its kind by the Management Today journal in a review of similar publications It commented A user friendly guide to stress management The simple quick fire descriptions of common workplace situations are useful Well worth keeping handy Stress News said of the Pocketbook Although small it manages to pack a tremendous amount of useful information and tips into its seven sections A really useful adjunct to any stress management or stress counselling programme As it costs so little it could be included in the price of the course or sessions

Coaching Pocketbook Ian Fleming, 2014-07-15 Coaching is aimed at improving performance at work This is done by turning the activities people do into learning situations in a planned way and under guidance The Coaching Pocketbook defines the coach's role and explains how coaching differs from the other helping skills of advising instructing counselling and mentoring There are four key stages to coaching namely assessing current performance levels setting outcomes for learning agreeing tactics initiating action and giving feedback The author explains each stage and then moves on to summarise the various skills required Next the opportunities for coaching and the potential pitfalls are highlighted A checklist and a case study end the Pocketbook on a practical note Encapsulated my belief in the potential of people and showed me how to translate this into appropriate action For UK plc to win a global marketplace it is essential for managers and leaders to understand learning and to develop coaching skills This pocketbook provides a very readable insight into understanding the challenge An amazing amount of ground has been covered in this little book it unravels a complex subject in a very practical and easy to understand format

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