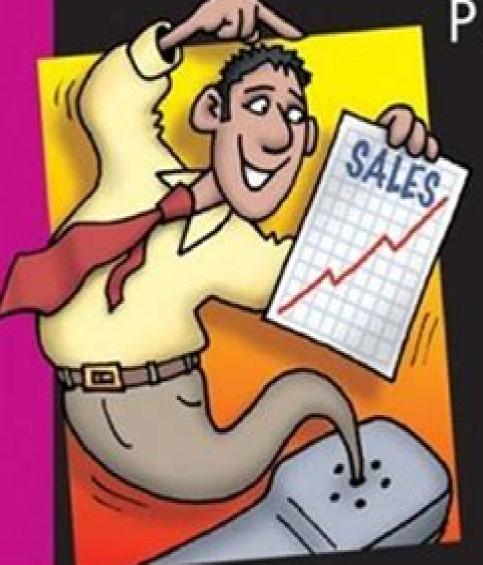
# **TELESALES**

Pocketbook



A pocketful of vital tips and techniques for every member of the telesales team

Peter Wyllie

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Absence Management Pocketbook Max Eggert, 2009 Sixty practical suggestions for reducing absenteeism are detailed

in this title followed by a look at the legal aspects of employment and advice on how to introduce an absence control policy The author management psychologist Max A Eggert also looks at the costs of absenteeism monetary and psychological and five ways of measuring absence This is a new edition of The Controlling Absenteeism Pocketbook 978 1 870471 64 0 first published in 2000 Other pocketbooks by the same author include Assertiveness Managing your Appraisal Motivation and Resolving Conflict **Cognitive Behavioural Coaching Pocketbook** Dorothy Spry, 2015-09-16 The widespread popularity of coaching in support of workplace performance leadership development and employee engagement was heavily underscored by the findings of a CIPD Chartered Institute of Personnel and Development survey carried out in 2009 which revealed that 90 per cent of organisations surveyed use coaching techniques Cognitive Behavioural Coaching CBC takes coaching a stage further It recognises that how people think affects how they feel which in turn influences the decisions and actions they take Through a systematic process of questioning CBC challenges an individual s limiting beliefs and behaviours and helps them to see and act differently The Cognitive Behavioural Coaching Pocketbook uses a simple 5 step model to explain in clear practical terms how coaches L D staff and managers can use CBC for the benefit of both the individual and the organisation Interviewer's Pocketbook Sean McManus, 2014-01-01 The Interviewer's Pocketbook has had a major overhaul in this new third edition and now focuses exclusively on the recruitment interview The opening chapters look in detail at the necessary skills for conducting an interview questioning techniques listening skills and interpretation of body language Types of question are explored with ways in which to use them as well as questions to avoid asking while a helpful example interview shows the techniques in action Later chapters cover preparing for and conducting the interview including looking at job descriptions and specifications preparing evidence questions and evaluation of candidates **Pragmatic** Competence and Foreign Language Teaching Alicia Martínez Flor, Ana Fernández Guerra, Esther Usó Juan, 2003 This volume includes eleven chapters written by well known specialists in foreign language teaching and interlanguage pragmatics K Bardovi Harlig D Boxer C Clennell and S Nichols A Cohen M A Dufon J House H Kobayashi and C Rinnert A J Meier M P Safont P Salazar and A Trosborg The authors bring together both theoretical and empirical studies dealing with pragmatic competence and its teachability they review the latest studies carried out in the field examine issues of developmental pragmatics in the classroom describe various projects and analyses of different pragmatic aspects provide evidence of the benefits of explicit teaching of pragmatics and suggest interesting activities to develop learners pragmatic knowledge

<u>Leadership Pocketbook</u> Fiona Elsa Dent,2014-09-10 Written for leaders at all levels strategic organisational and team level the Leadership Pocketbook explains how to inspire influence deal with change and achieve objectives Illustrated throughout the book adopts a practical approach setting out the principles of leadership the role of the leader the skills required for effective leadership and the key challenges facing leaders in today s business environment This 2nd edition sees the addition of a new section about leaders and social responsibility Contemporary business leaders must be aware of the

major forces shaping society today and understand how their organisations need to respond and contribute to these challenges author Fiona Dent writes She is Director of Faculty Development at Ashridge where she is also Programme Director for the Influencing Strategies and Skills Programme A focus of the book described by the author as perhaps the most necessary skill for any leader is self awareness to know yourself to realise what your leadership strengths and weaknesses are and when you must continue to develop With admirable clarity Fiona Dent distils the salient leadership issues and skills Every potential leader and every leader with potential should find a place for this book in their pocket or bag Philip Hodgson Director of Leadership Programmes Ashridge A practical easy to use guide for all levels of leadership It covers a broad range of topics in sufficient detail to make it usable both for fresh learning and for reference Richard Nicholson Management Development Manager Novartis Pharmaceuticals UK Ltd **Mediation Pocketbook** Richard Boardman, 2014-01-01 Early intervention in a dispute before the disagreement escalates is often the most effective form of mediation Consequently the line manager or supervisor responsible for those individuals at loggerheads is frequently the best person to spot a growing problem and then to intervene The Mediation Pocketbook will help such managers to understand what creates and sustains conflict and describes a step by step approach for dealing with it The book sets out the skills that are required and what tools and techniques are available and how they can be deployed to achieve positive outcomes The ideas and methods featured will also be helpful to HR specialists and those people with training in the subject for when a problem demands formal mediation procedures Individuals facing conflict and the need to persuade others to see their point of view will also benefit from the practical advice Conflict in the workplace causes dissatisfaction and demotivation which in turn leads to greater absenteeism and affects performance Resolving disputes constructively rather than simply persuading people to agree to differ will impact positively throughout the organisation Delegation Pocketbook Jon Warner, 2015-09-16 Failure to delegate or failure to delegate effectively is costly to you your colleagues and ultimately your employer There are both morale and productivity issues It s enough to make you cry unless that is you adopt the onion approach which lies at the heart of the delegation process as described by Jon Warner in The Delegation Pocketbook Think of your workload in layers like those of an onion tasks at the core need to be retained and more personal control exercised those in the outer layers can be delegated the more so the further from the core To delegate effectively you need to understand your own attitude to delegation a questionnaire in the pocketbook will help you here what you can delegate and why you should do so beware the wrong reasons who to delegate to how to prepare properly and what briefing style to adopt controlling tentative participative or collaborative Warner recommends aiming for the latter style collaborative which is achievable using the principles outlined in his book There is advice too on setting goals milestones using controls to minimise risk how to monitor the process warning signs to look out for and how to react and maintaining responsibility and accountability Recognising the contribution made by others and learning from the experience are also covered How well do

you delegate and what style do you adopt controlling tentative participative or collaborative This pocketbook looks at the what when and how of delegation an insightful and practical overview **Performance Management Pocketbook Pam** Jones, 2014-08-15 Performance Management is about getting results getting the best from people and helping them to achieve their potential Employee engagement has an important role to play in this it is about the emotional commitment to the organisation and its goals In this second edition of the Performance Management Pocketbook readers will find plenty of tips and techniques to enhance their performance in the following areas leading others to achieve results understanding the impact of their own style engaging and motivating others creating high performance teams setting clear objectives managing performance difficulties and coaching and delegating effectively The book contains illustrative case studies and each chapter has a helpful review and actions section The author Pam Jones is a member of the Ashridge Business School open programme management team Her responsibilities cover a suite of programmes encompassing performance management influencing and general management skills In an ever demanding and competitive world OK and average simply aren t enough performance matters If you want to get the best out of your people then this book is packed with advice and ideas on how to do that Lydia Hatley Leadership Change Manager Argos Very useful a practical and comprehensive guide for all leaders who truly value their team Claire Dobbs Managing Director Havas Life London Problem Behavior Pocketbook Angelena Boden, 2015-09-16 You will buy The Problem Behaviour Pocketbook whether you like it or not The bully is one of a number of bad behavioural types found in the workplace There are those that play the martyr I suppose I ll have to do it those that only see things their way described by the author as Narcissists saboteurs who do nothing the so called passive aggressive types persistent fault finders clams and chatterers moaners whiners whingers and numerous others The author lists them all identifies the likely causes and effects and explains how to identify and deal with the problems Described by one book Manager's Pocketbook John Townsend, 2014-01-01 The Manager's Pocketbook is reviewer as a 20 minute eye opener aimed at team leaders supervisors and people managers of all levels The 5th edition of this popular title in the Pocketbook Series will be published in March 2014 Using the acronym POLCA the pocketbook teaches the five essential management skills P for planning O for organising L for leading C for coaching correcting and A for achieving There is a separate chapter on each of these five skills preceded by an overview of the manager's role The Manager's Pocketbook is extensively illustrated and concisely presented reflecting the lively right brained approach that author John Townsend has developed throughout his long career in helping managers excel and deal with the many challenges they face Facilitator's Pocketbook John Townsend, 2014-09-04 The facilitraining rainbow won t lead you to a pot of gold but it will enable you to decide on the most suitable approach for your next facilitation session This innovative decision making model is central to The Facilitator's Pocketbook a comprehensive guide covering all stages of facilitation from planning through to implementation Interpersonal skills including attitudes and values and session skills including energising and problem

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