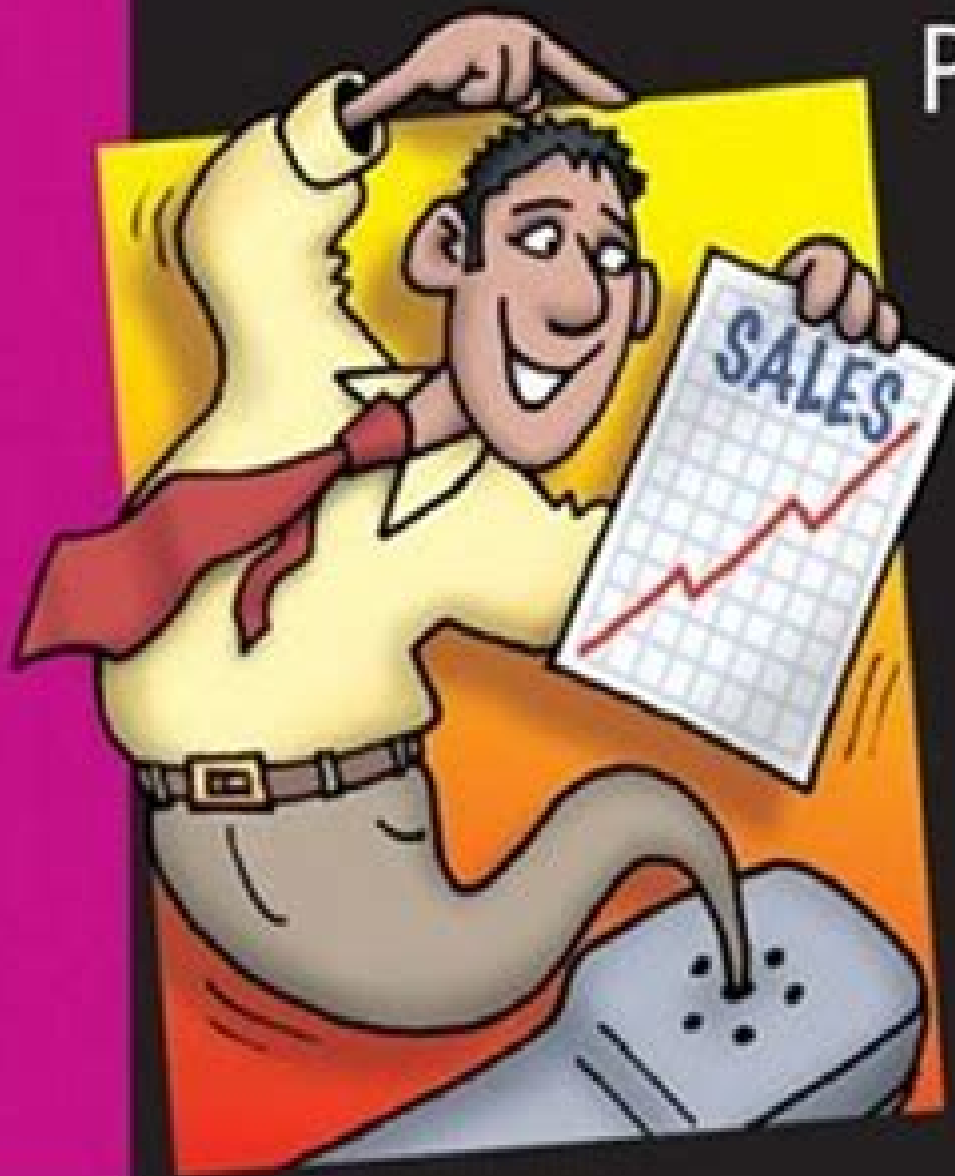


TELESALES

Pocketbook

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tips and techniques
for every member of
the telesales team



Peter Wyllie

Telesales Pocketbook

John Townsend

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the author's name.

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Telesales , **Sales Excellence Pocketbook** Patrick Forsyth,2015-09-16 Key techniques to help maximise the effectiveness of your next sales meeting The Sales Excellence Pocketbook explains how to make the right initial impression how to discover customer needs how to present the best possible case and crucially how to close successfully Also gives tips and techniques on how to prepare for the sales meeting and how to follow up effectively The Journal of International Selling and Sales Management said of the book A very practical guide to adapting the sales approach to specific customer needs This Pocketbook could be regularly used with advantage by anyone engaged in selling Telesales Pocketbook , **The Mentoring Pocketbook** Geof Alred,Bob Garvey,Richard Smith,2000 SMALL 4 X 6 BOOK PROVEN TIPS TOOLS AND TECHNIQUES FOR MENTORS *The Telesales Pocketbook* Peter Wylie,1996 The Telesales Pocketbook is full of advice and good ideas for everyone who uses the phone to generate sales and there are also useful tips for managers of telesales teams Thousands of sales people and sales managers have attended the author s lively and humorous sales and management seminars His firm grasp of both theory and practice is clearly evident in this Pocketbook He begins by looking at attitudes interpersonal skills and preparation Next he looks at the psychology of selling before mapping out the four key steps to making the sale In the chapter on reducing resistance four basic personality types are profiled and in each case the author gives suggestions for winning them over There are also sample question and answer sessions between prospect and salesperson to demonstrate how to deal with a range of concerns Practical and informative *Leadership Pocketbook* 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 The Trainer's Pocketbook John Townsend,1999 With international sales now exceeding 40 000 copies this best

seller by John Townsend takes a succinct practical approach to all aspects of structuring and delivering a training course or seminar It covers learning theory learning environment techniques for opening and closing the session the right equipment and how to use it preparation delivery and group exercises *Trainer's Pocketbook* John Townsend, 2014-08-15 The Trainer's Pocketbook the title that launched Management Pocketbooks and with worldwide sales approaching 100 000 copies has been fully updated and is now available in its 11th edition This best seller takes a succinct practical approach to all aspects of structuring and delivering a training course or workshop It covers learning theory learning environment techniques for opening and closing the session the right equipment and how to use it preparation delivery and group activities Author John Townsend writes This new edition has been totally revised in light of the advances in training technology especially in the audio visual field but retains all the still valid classics that have made it a favourite with trainers all over the world for so many years And in comes lots of fun interactive stuff you can do on the web in front of the class dreams come true for veteran trainers like me As always this new edition of the Trainer's Pocketbook is a must have resource for any trainer The new additions are insightful and complete an already indispensable guide to training practice I love it Fabbio Grassi Executive Learning Director IMI Ireland

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

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

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 reviewer as a 20 minute eye opener

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

Storytelling Pocketbook Roger E. Jones,2012-01-01 People in business are conditioned to believe they must communicate in a rational objective and logical manner without emotion if their point is to be accepted The reality is however that stories engage both hearts and minds and are the most effective means to engage and persuade The Storytelling Pocketbook shows readers how to use stories to get their ideas across and make a deeper connection with their audience With practical exercises throughout the book shows you how to create your own story frameworks and explores the different settings in which you might use them eg to ignite organisational change to transfer knowledge to build brands to develop people

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Facilitator's Pocketbook John Townsend,2014-09-04 The facilitator's 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 solving are dealt with at length This second edition contains significant new material notably the addition of a detailed case study and examples of six typical facilitation sessions John and Paul provide a quick route to a practical understanding of facilitation This book should be compulsory reading for all managers handling change Teresa Kilmartin

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Career Transition Pocketbook Keith Corbin,2015-09-16 A practical easy to use guide for job changers and job seekers The Career Transition Pocketbook details seven key stages to the career transition process self questioning goal setting preparing a career history networking applying for jobs getting ready for interviews and evaluating job offers Each stage is described in a separate chapter

Assertiveness Pocketbook Max A. Eggert,2014-05-07 This handy pocketbook looks at the reasons for non assertive behaviour and the differences between assertive aggressive and passive behaviour It contains advice on how to overcome self defeating beliefs and how to deal with recurring problems Will appeal to anyone in human resources or management training It is successful in keeping jargon to a minimum without loss of precision The concepts are immediately relevant and each page will offer you a new idea a new skill or a new way to look at a situation Louise Campbell Associate Director Human Resources Societe Generale Australia Ltd This pocketbook provides at a glance the skills required for a lifetime Tracey Luscombe Human Resource Manager Manchester Unity Friendly Society in NSW

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

Mentoring Pocketbook Geof Alred, 2014-09-04 The Mentoring Pocketbook now in its third edition shows how to design and manage a mentoring scheme how to prepare to be a mentor how to conduct mentoring sessions how to maintain the relationship through the different stages and how to evaluate mentoring Before looking at the actual mentoring process the authors deal with the uses of mentoring within organisations particularly in the context of managing change and mission value statements and explain how mentoring differs from coaching training and appraisals The process of mentoring is explained with the aid of a 3 stage model This can be used to assess yourself as a mentor as a map to guide you through the process as a review tool and as a means to develop the mentee's ability to use the model independently Subsequent chapters explore the mentor mentee relationship and address key issues and questions Although primarily aimed at the mentor The Mentoring Pocketbook is also helpful to mentees A consistently best selling title within the Management Pocketbooks Series Mentoring is probably the most powerful developmental process people can experience And when it works it develops two for the price of one The Mentoring Pocketbook is a no nonsense primer for the first time mentor or mentee Prof David Clutterbuck Co founder The European Mentoring and Coaching Council The Mentoring Pocketbook is the basis of the Mentoring Programme at M venpick Hotels Resorts Mentoring has been fundamental to supporting our approach to talent development throughout the company Not only is it providing our top talent with the support they need to make the challenging transition to more senior leadership roles but it also supports our current generation of business leaders Mentoring has greatly enhanced their unique contribution to the company and the company's learning and development culture Bruce Harkness VP Learning Development M venpick Hotels Resorts Management AG

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