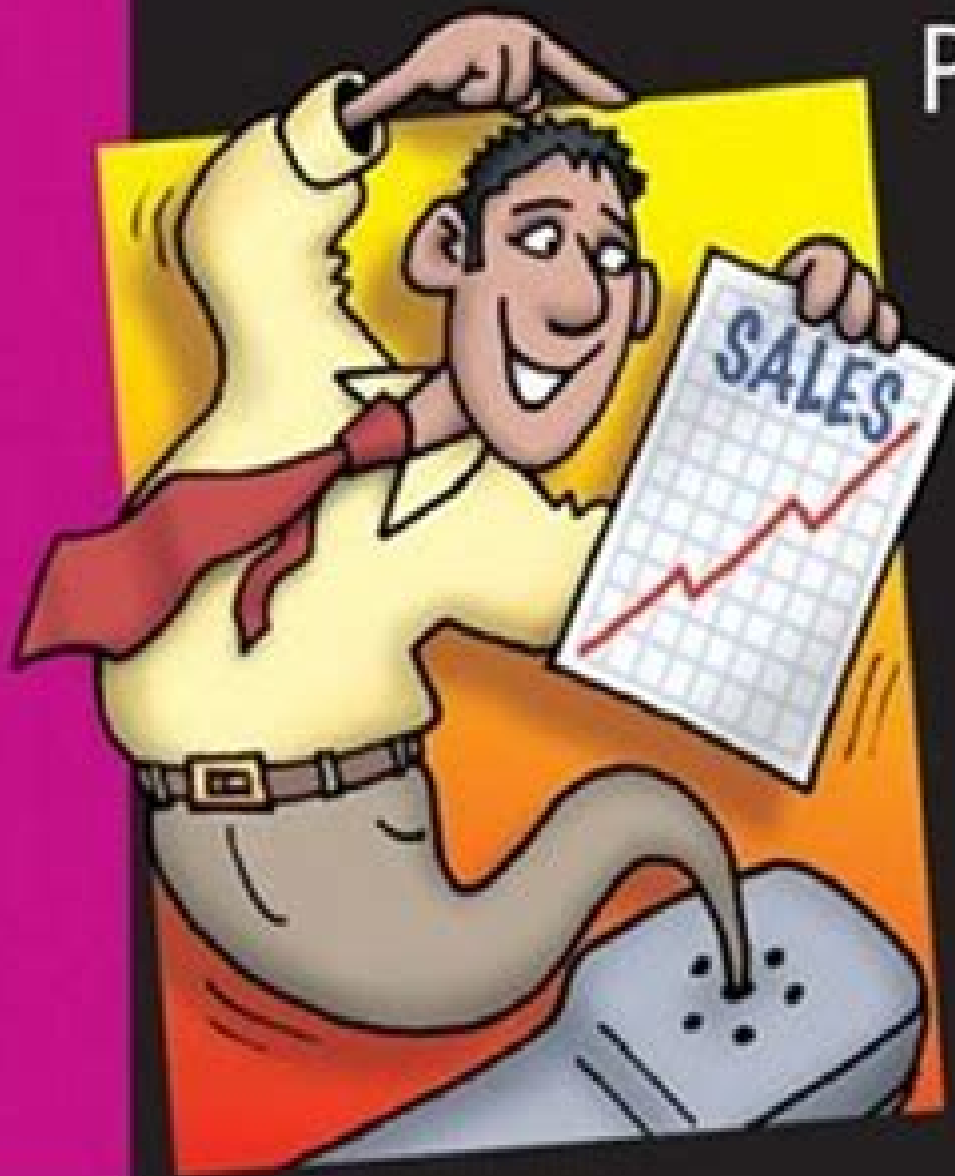


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tips and techniques
for every member of
the telesales team



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Manager's Pocketbook John Townsend, 2014-01-01 The Manager's Pocketbook is 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

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

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

Business Discourse Anna Trosborg, Poul Erik Flyvholm Jørgensen, 2005 The contributions to this volume together confirm that though context and culture are complex and difficult notions they are crucial to understanding the professional genres of modern business communication In today's globalised business environment professionals of all backgrounds are under pressure to employ new and different discourse standards to allow for smoother production and reception of business documents and dialogues In this changing environment the success of any commercial activity will depend on how competently business professionals respond to the cultural sensitivities and preferences of their partners Taking a variety of approaches to professional genres including customer complaints mission statements international contracts and decision-making meetings the authors explore complex aspects of both cross-cultural and interpersonal issues in business discourse and suggest practical applications of their analytical findings

Business Planning Pocketbook Neil Russell-Jones, 2014-01-01 The Business Planning Pocketbook 3rd Edition

explains what issues to address how to write a business plan what questions to ask how much detail to include and the time frame to adopt In the chapter on planning theory the author identifies eight different planning styles followed in the next chapter with a description of the seven stages of the planning process In his summary the author says A plan is a statement of what you intend to achieve how when and with what resources A complex subject made simple Author Neil Russell Jones is widely published speaks internationally lectures and is a special advisor for the Princes Youth Business Trust In the Management Pocketbooks Series he has also written books on decision making strategy managing change and marketing

Emotional Intelligence Pocketbook Margaret Chapman, 2014-07-15 Easy on the eye with humorous illustrations this little book teaches us about ourselves and the huge role our emotions play It is a great size for dipping in and out of hitting the spot on every scenario The book is broken down into clear sections firstly identifying EI then advising how to develop your own EI complete with informative teachings on how to achieve this Who would benefit from reading this book A shorter list would be who wouldn't as it is for managers team leaders and team players alike Many of the scenarios can even be adapted to life outside the work place as it is all about developing your personality Without giving too much away this little book teaches you how to turn negatives into positives and how to get the best out of ourselves and others It can grow self esteem and confidence in yourself and those around you Margaret Chapman has packed a great deal of wisdom into this small package Unusually she tells us not only what Emotional Intelligence is but also how it can be practically developed Read this book put some of its ideas into practice and that could change your life Michael Chaskalson CEO Mindfulness Works Ltd Insightful outlines how to develop the skills that will ensure you can influence outcomes and get more of what you want while bringing others with you Gladeana McMahon Chair Association for Coaching UK *Brinkman's cumulatieve catalogus van boeken*, 1999 Voorts een alphabetische lijst van Nederlandsche boeken in België uitgegeven 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 Boekblad, 1999-04 **Institutional Discourse in Cross-cultural Contexts** Ronald Geluykens, Bettina Kraft, 2008 The British National Bibliography Arthur James Wells, 2004 **The Telesales Pocket Book** Peter Wylie, 1996 **Telemarketing for Business** Eugene B. Kordahl, 1984 If you are interested in planning and implementing a telephone marketing and telephone sales program this book will show you how to do it Every aspect from

prospecting to program evaluation is covered Also included are case studies of companies that have established telemarketing programs *Cold Calling Techniques (4th)* Stephan Schiffman, 1999-01-01 Field tested techniques for reaching decision makers making appointments and making a pitch as well as invaluable advice on how to increase the number of calls improve the closing ratio and beat the competition

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