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to Z ,2005-11-01 Teaching Telephone Skills to Developmentally Disabled Persons Using Positive Reinforcement and Corrective Feedback Lou Ann Mayhew, 1979 All You Need to Know about Telephone Skills Clive M. Harman, 2016-09-17 Learning Telephone Skills At Last You Can Get The Training on Telephone Skills and be Learning Successfully Without Leaving your Home or If You Are a Trainer You Can Use It to Professionally Deliver Telephone Skills Training To your Candidates The Telephone is one of the most demanding task in any organisation lies in keeping all communication routes as open as possible because they are the veins and arteries carrying the organisation s life blood and helps with customer service. The telephone is an essential shop window for any business. Yet it many small offices the phone is left to itself covered in invoices old coffee cups and whatever else goes to make up the detritus of everyday business It is generally ignored even when ringing and then grudgingly answered on the thirteenth ring However the big problem is most training programmes on the subject is that they tell you what to do but leave you hanging on how to do it You practically had to be a brain surgeon to figure it out Now you can discover The Right and the Wrong Way of Learning or Training Telephone Skills This newly released training programme called telephone skills by Clive Harman is the quickest and easiest way not only learning the true meaning of Telephone Skills but how to apply them Inside this magnificent work for the you ll get This Telephone Skills book is divided up into comprehensive sections for easy step by step learning Learning Telephone Techniques Positive Attitude Effective Communication Communication skills Listening Skills Creating the Right Image Needs of a Caller Dealing with a difficult customer Dealing with an Angry Caller Learning How to Deal with an Abusive Caller Telephone Sales Telephone Interview **Telephone Skills Pocketbook**,

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