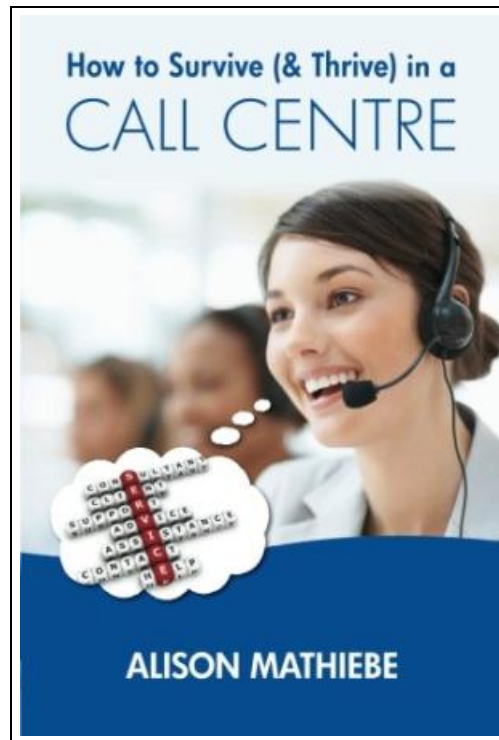# How to Survive (Thrive) in a Call Centre

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Reviews

The book is fantastic and great. It is rally exciting throgh looking at period of time. Your way of life period will likely be change when you full reading this publication.

(Elijah Kuphal)

HOW TO SURVIVE (THRIVE) IN A CALL CENTRE

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Alison Mathiebe. Paperback. Book Condition: New. Paperback. 238 pages. Dimensions: 8.9in. x 6.0in. x 0.6in.Alison Mathiebe has written a book that isclear, concise and comes from evident practical experience. It is certain to boost the confidence and success of those just entering (or considering) the profession, and is a great go-to resource for established call centre agents. Brad Cleveland bradcleveland. comblog Author, Call Center Management on Fast Forward (ICMI Press) How To Survive (and Thrive) in a Call Centre by Alison Mathiebe is a very welcome contribution which will help call centres to guide, support and inform new and existing call centre staff. In particular, it would prove a useful text to give to all new staff helping them understand and adjust to working in stimulating and sometimes challenging environments. The 24 chapters address the main topics and are short enough to provide bite-size learning for agents and operators. John P. Wilson author of The Call Centre Training Handbook This book will give you inside secret tips for supercharging your call centre career and increasing your income. How to Survive (and Thrive) in a Call Centre is a comprehensive, solution filled resource designed to improve the careers of call centre agents. Think your call centre job is going nowhere This book will show you how to recast the dead-end into a satisfying, financially sound career pathway. Alison Mathiebe is the trainer, the award-winning call centre manager and the success story. She provides stable, sensible solutions for call centre agents with the calming voice of a mentor. She will show you: How to reduce stress How to contribute to the call centres success How to provide outstanding customer service How to increase sales results and maximise bonus opportunities How to improve your overall performance How to advance your career...

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