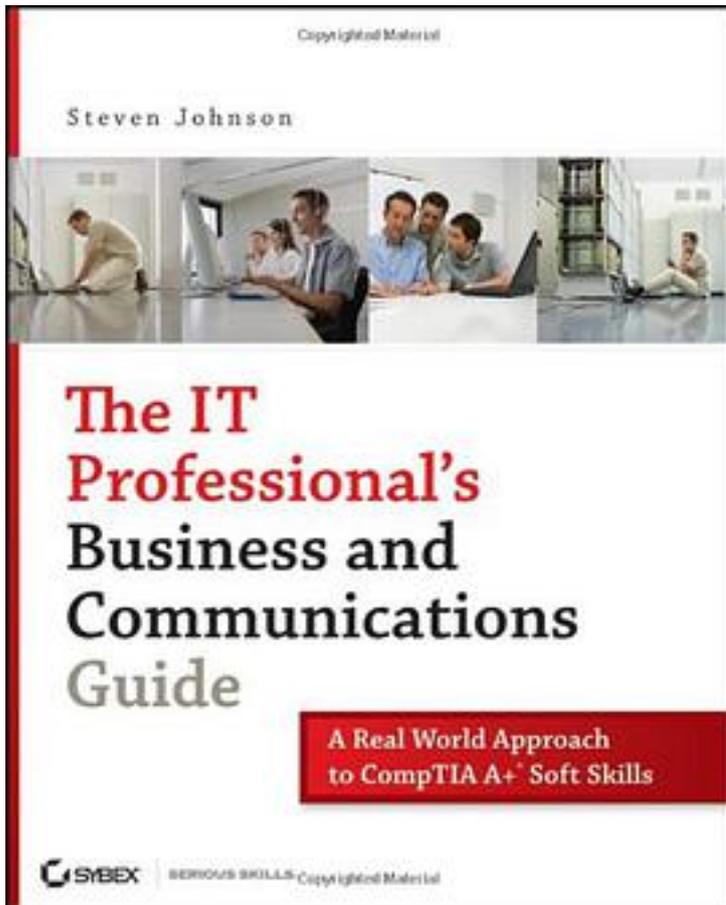


The IT Professional's Business and Communications Guide



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Get the communication skills you need for career success with this unique book. Preparing you for exams and beyond, the valuable content delves into the issues that

you' ll face in corporate, retail, and remote support environments. The book offers more than fifty scenarios depicting typical workplace situations, possible responses-and appropriate solutions to guide you. With this approach, you' ll gain valuable insight into becoming a team player and learn strategies to communicate more effectively with coworkers and customers.

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