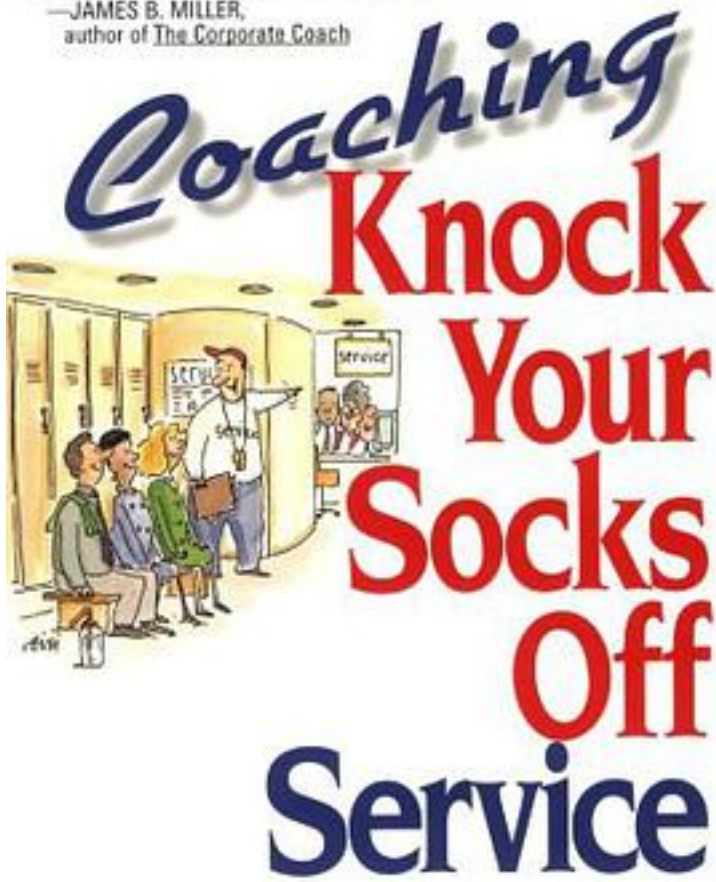


Coaching Knock Your Socks Off Service

"A wealth of customer knowledge and experience . . . comprehensive, witty, and engaging."

—JAMES B. MILLER,
author of *The Corporate Coach*



Ron Zemke & Kristin Anderson

Authors of the bestselling *DELIVERING KNOCK YOUR SOCKS OFF SERVICE*
and *KNOCK YOUR SOCKS OFF ANSWERS*

Copyrighted Material

[Coaching Knock Your Socks Off Service_ 下载链接1](#)

著者:Zemke, Ron/ Anderson, Kristin

出版者:Amacom Books

出版时间:1996-10

装帧:Pap

isbn:9780814479353

"Knock your socks off service doesn't just happen. It requires coaching on an ongoing basis. Now, thanks to authors Kristin Anderson and Ron Zemke, supervisors have a practical guide to the day-to-day challenges that arise in training superior customer service people. This newest "Knock Your Socks Off" book explains how to help frontline employees hone their skills, maintain the motivation to perform, and meet new situations head-on. The authors present a model for successfully coaching anyone, anywhere, and they show readers how to apply it in familiar coaching situations. Everyone can appreciate Zemke and Anderson's strategies for handling the toughest coaching problems. And they will learn a most important new skill - teaching employees to be peer coaches, a growing need in the current era of teams and of doing more with less."

作者介绍:

目录:

[Coaching Knock Your Socks Off Service_ 下载链接1](#)

标签

评论

[Coaching Knock Your Socks Off Service_ 下载链接1](#)

书评

[Coaching Knock Your Socks Off Service_ 下载链接1](#)