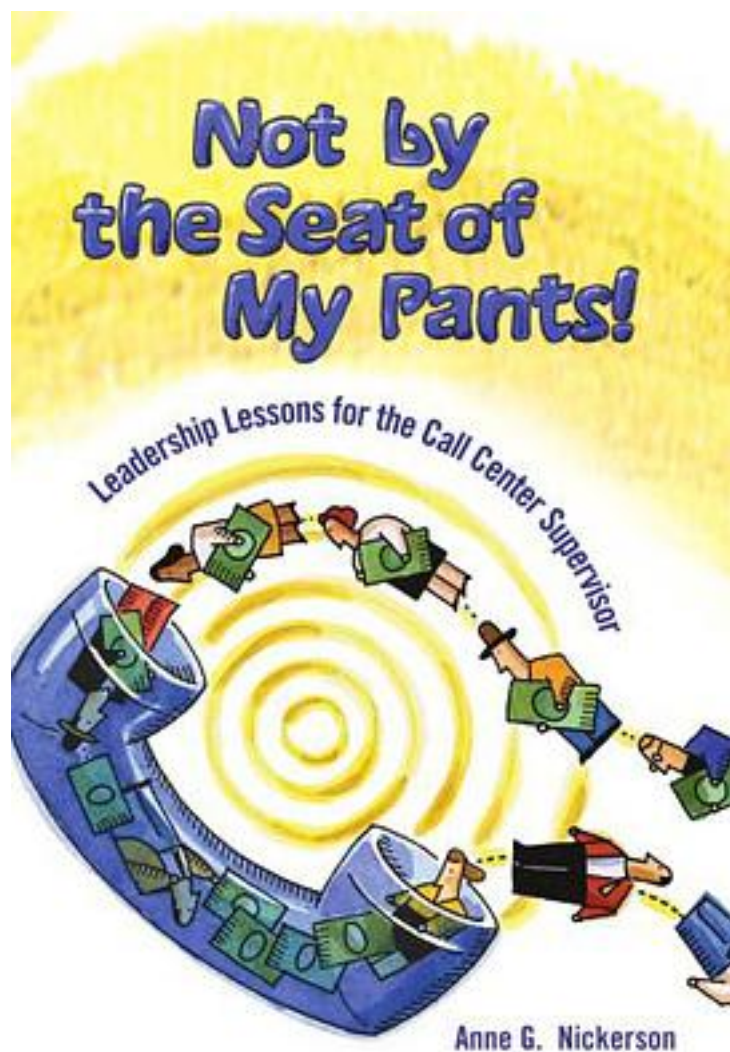


Not by the Seat of My Pants!



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...A compelling, real-world story of the trials, transitions and leadership lessons of the call center supervisor... The new superhero of the workplace is the supervisor. Why? Supervising employees demands more time, energy, commitment and skill. Supervisors are literally caught in the cross-hairs of senior managers seeking better productivity, stakeholders demanding improved results, employees asserting their needs and customers, always, deserving more. This position mandates a series of skillful maneuvers that few come equipped to handle. "Not by the Seat of My Pants " is a compelling, real-world story of the trials, transitions and leadership lessons of the call center supervisor. It provides leaders, managers and new supervisors an inside look at the interplay of roles, goals and changing expectations that can thwart the efforts of even the most qualified candidates. Through its tips, techniques, tools and practical examples, this book helps readers identify what it "really" takes to be successful in this high pressure, high stress, high turnover job, and how to create the environment for enthusiastic, productive, satisfied employees. Written as a story, it holds the readers' attention long after the book is closed. "This creative book is enjoyable to read, easy to digest and loaded with wisdom and insight for supervisors, new and old. Bravo "Brad Cleveland--President and CEO, Incoming Calls Management Institute (ICMI) "It made me re-examine how challenging the new supervisors' role really is--and how so much of the center's success hinges on their ability to transition quickly and avoid the landmines inherent in the job. It's a "must-read" for every supervisor Rhonda C. Proctor--Editor, "Contact Professional" magazine

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目录:

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