



How to Survive (Thrive) in a Call Centre

By Alison Mathiebe

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 is clear, 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 bradcleland. 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...



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