

The Big Book Of Customer Service Training Games Quick Fun Activities For Training Customer Service Reps Salespeople And Anyone Else Who Deals With Customers Big Book Series

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The Big Book Of Customer

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2 THE BIG BOOK OF CONFLICT-RESOLUTION GAMES real-life situations, especially in the realms of competition and coopera-tion, games can reveal the typical way conflict is dealt with in the team. Teams can begin to understand their usual reactions, and then go on to discover more effective strategies for dealing with similar situations.

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New-Object PSubject vs. PSCustomObject - The Big Book of ...

The process, in brief, looks like this: Applying big data analytics to detailed customer-data sets, we first identify the emotional motivators for a category's most valuable customers.

Amazon.com: The Big Book of Customer Service Training ...

With that in mind, CX Network and Medallia have commissioned the Big Book of Customer Insights and Analytics 2019 to help you unlock the value of the increasing amounts of data at your disposal. Based on the back of research with 220 CX practitioners, case studies and insights from the likes of Allianz, John Lewis, the Post Office and PayPal , here are just a few of the insights contained in ...

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