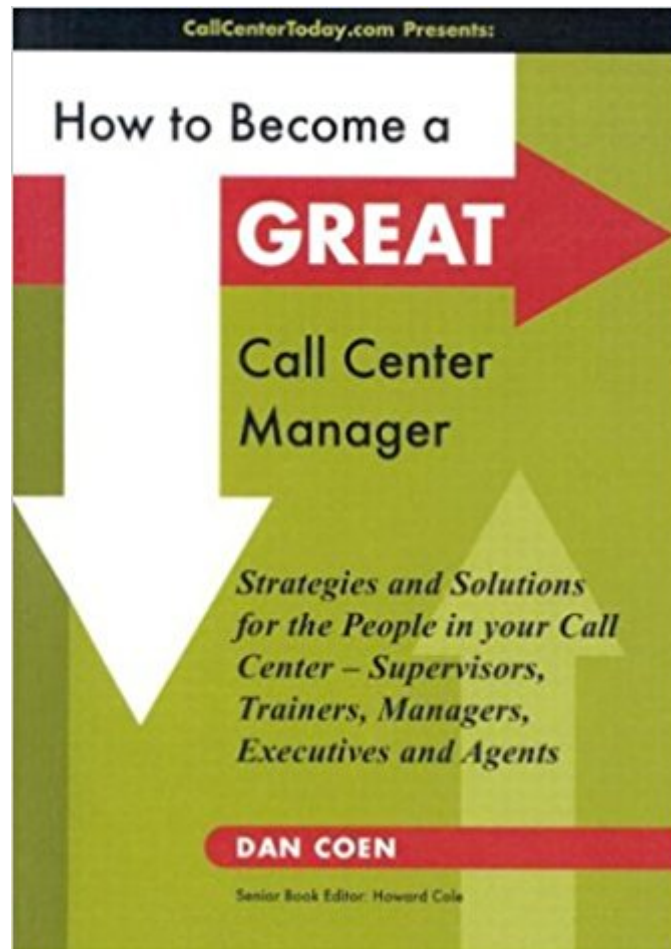




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How To Become A GREAT Call Center Manager



Synopsis

The ideal book written directly for call center management. A must-read for supervisors, team leaders, managers, trainers and executives. Are you ready to manage your call center? The premise of this book is clear. When management understands the human initiative, and creates a roadmap that stresses performance through people, organizations and customers win. How to Become a GREAT Call Center Manager teaches managers to become GREAT at call center supervision, training, coaching and leadership. Includes strategies, worksheets and custom designed outlines for all levels of call center management. After every section there is a question to probe readers about their thoughts on call center management. And, throughout the book are worksheets to guide call center management and their development. Plus, the book contains 45 "quick strategies" for call center managers. Become the best call center manager!

Book Information

Paperback: 152 pages

Publisher: DCD Publishing (January 2004)

Language: English

ISBN-10: 0966043669

ISBN-13: 978-0966043662

Product Dimensions: 6.9 x 5 x 0.4 inches

Shipping Weight: 6.4 ounces

Average Customer Review: 3.1 out of 5 stars 3 customer reviews

Best Sellers Rank: #1,010,014 in Books (See Top 100 in Books) #79 in Books > Business & Money > Marketing & Sales > Marketing > Telemarketing #1016 in Books > Business & Money > Marketing & Sales > Customer Service #10888 in Books > Business & Money > Management & Leadership > Management

Customer Reviews

"Dan Coen knows call centers. He knows telephone sales, cross selling, call center management and marketing." -- Bill Nassir, Phone Ware
"Dan provides definitive management strategies and training programs to the call center-its people and its management." -- Gary Blaiser, Alert Communications
"Great books, wonderful marketing strategies, terrific team player. Dan Coen and his books are 100% outstanding!" -- Linda Hoffman, Image Advertising

We are pleased to present How to Become a GREAT Call Center Manager by Dan Coen. It's all

about the supervisors, trainers, team leaders and managers in the call center. Dan did something special with this book. He added a question and answer session after each chapter to allow call center managers to apply what they have read to their own call center operation. And, there are worksheets throughout on how to structure new hire training and describing what managers should do in the call center. This book is about the people in the call center and how management can do a better job supervising people. Great ideas. Wonderful tips. And 45 concise strategies at the end of the book for call center managers to think about-and implement-in their call center.

We ordered GREAT Call Center Manager after ordering Dan's other book Building Call Center Culture. How to become a GREAT Call Center Manager is wonderful. Very thought provoking question and answer sections about call center management. Worksheets that drill down to the call center manager and supervisor role. And 45 neat quick tips. I like it because it is all about the people, the managers and team leaders and supervisors and how to manage the call center well. Good job!

Love all the ideas. A real creative book on how to tackle call center management. Had my team read one chapter each week and then we implemented programs from the chapter in our call center. Well done!

the book talks about just a few things, and there are not really good examples or scenarios... not worth it, it is a .99 book

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