



Winning with the Caller from Hell: A Survival Guide for Doing Business on the Telephone (Winning with the ... from Hell Series)

Shaun Belding

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?Callers from Hell — they scream, sob, and sometimes they're so incoherent you can't understand them! Shaun Belding's new book tells you how to help defuse conflict, identifies effective strategies such as lift (Listen to your customer; Involve yourself; Focus on the issue; Thank them), and shows you how a majority of difficult callers can be turned into your most loyal customers.

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