

The book was found

How To Survive (& Thrive) In A Call Centre



Synopsis

"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 Clevelandbradcleveland.com/blogAuthor, Call Center Management on Fast Forward (ICMI Press)"How To Survive (& 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 HandbookHow to Survive (& Thrive) in a Call Centre is a comprehensive, solution filled resource designed to improve the careers of call centre agents. Think your call centre job is going nowhere? This book will show you how to recast the dead-end into a satisfying career pathway.Alison Mathiebe is the trainer, the award-winning call centre manager and the success story. She provides stable, sensible solutions for call centre agents with the calming voice of a mentor.When Alison completed university she dreamed of working in a museum, but she had to survive. While she waited to land the coveted position in a museum, she took a job in a call centre and designed a career. Her success documents accepting a stop-gap job and carving a future in a sustainable field with more promise than she ever imagined. Whether you are looking for work or are an experienced call centre professional, this book holds the key to your call centre success.

Book Information

File Size: 750 KB

Print Length: 240 pages

Page Numbers Source ISBN: 300035221X

Publisher: Alison Mathiebe (August 28, 2011)

Publication Date: August 28, 2011

Sold by:Â Digital Services LLC

Language: English

ASIN: B005JT NF WW

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Enhanced Typesetting: Enabled

Best Sellers Rank: #1,066,320 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #54

in Kindle Store > Kindle eBooks > Business & Money > Marketing & Sales > Marketing >

Telemarketing #130 in Books > Business & Money > Marketing & Sales > Marketing >

Telemarketing #575 in Kindle Store > Kindle eBooks > Business & Money > Industries >

Customer Relations

Customer Reviews

How to Survive (& Thrive) in a Call Centre is a practical and empowering guide to getting the most out of any call centre experience. It is full of helpful hints and sound advice for both sales and customer service centric roles. This book offers the reader a host of to-dos (and what not to dos) in order to succeed in a call centre environment and I believe it would benefit everyone, from those just starting out in a call centre role (its covers the very basics) to those who are looking to forge a career in the industry (it outlines career paths and offers a manager's perspective on what it takes to get promoted). I found the writing clear and concise and the advice very practical. There aren't a lot of call centre specific books out there yet How to Survive definitely holds its own in the career guide genre. Overall, I am very happy with my purchase of this book and I have recommended it to all my colleagues.

I was expecting a more personal account of how to cope with working in a call centre and maybe some unique insights. This is more of a guide for someone just starting out in workforce, who really knows very little about any sort of job. It sets out the basics of a call centre and would be useful to a new starter. I was disappointed as it didn't really meet my expectations. From the title, I was hoping for some empathy and humor, instead it's really just a manual.

The book is very good. I recommend it. It exposes all important points that you need to know about a job in a call centre.

[Download to continue reading...](#)

How to Survive (& Thrive) in a Call Centre The Harvard Medical School Guide to Men's Health: Lessons from the Harvard Men's Health Studies (Well-Being Centre = Centre Du Mieux-Etre (Collection)) Monster Science: Could Monsters Survive (and Thrive!) in the Real World?

Screenwise: Helping Kids Thrive (and Survive) in Their Digital World Thrive Don't Only Survive:
Dr.Geo's Guide to Living Your Best Life Before & After Prostate Cancer Your Career in Animation:
How to Survive and Thrive The Six Secrets of Change: What the Best Leaders Do to Help Their
Organizations Survive and Thrive The Whole-Brain Child: 12 Revolutionary Strategies to Nurture
Your Child's Developing Mind, Survive Everyday Parenting Struggles, and Help Your Family Thrive
My So-Called Freelance Life: How to Survive and Thrive as a Creative Professional for Hire Survive
or Thrive: 6 Relationships Every Pastor Needs (PastorServe Series) In a Pit with a Lion on a Snowy
Day: How to Survive and Thrive When Opportunity Roars The English Castle: 1066-1650 (The Paul
Mellon Centre for Studies in British Art) John Singer Sargent: Figures and Landscapes, 1914-1925:
The Complete Paintings, Volume IX (The Paul Mellon Centre for Studies in British Art) John Singer
Sargent: Figures and Landscapes 1908–1913: The Complete Paintings, Volume VIII (The
Paul Mellon Centre for Studies in British Art) Shaker Design: Out of this World (Published in
Association with the Bard Graduate Centre for Studies in the Decorative Arts, Design and Culture)
Entropy Methods for the Boltzmann Equation: Lectures from a Special Semester at the Centre
Å%mile Borel, Institut H. PoincarÅ©, Paris, 2001 (Lecture Notes in Mathematics) Towards Holistic
Governance: The New Reform Agenda (Government Beyond the Centre) Covered Call Cash -
Using Call Options to Create Your own ATM - (Stocks For RentTM) Follow Me: A Call to Die. A Call
to Live. The Smart Stepmom: Practical Steps to Help You Thrive

[Dmca](#)