



Come trasformare i reclami a tuo vantaggio - al telefono (Italian Edition)

Tania Bianchi

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Ineguagliabile per la sua efficacia,
questa "Guida Pratica Ultra Rapida"
tradotta in 9 lingue,
è scritta da Tania Bianchi,
la formatrice italiana di grandi aziende
quali: Fiat, Lancia, Divani & Divani,
Technogym, Soennecken, Istituto Helvetico Sanders,
CEPU, Figurella, banche, catene alberghiere,
Tour Operator, distributori software, call center...


È il frutto di anni di applicazione sul campo,
di chi sa che cosa dice e ha la prova che funziona,
perché l'ha fatto!

Fino ad ora, l'unico modo di apprendere tali conoscenze
era partecipare ai suoi corsi.
Liberi professionisti, piccole e grandi aziende,
se ne sono avvantaggiati con risultati sorprendenti
e adesso... è nero su bianco, anche per te!

Questa guida
su "COME TRASFORMARE I RECLAMI A TUO VANTAGGIO"
è ideale per chi, già affaticato dal lavoro,
ha bisogno di un incentivo alla lettura.
Lo stile è leggero e discorsivo.
Generosa di esempi (in cui spesso ci si riconosce!),
è spezzata in brevi paragrafi.

Vuoi un fatturato maggiore?
Cerchi lavoro?
Sogni di ottenere più consensi con colleghi e clienti...
in minor tempo?

Qualunque sia il tuo l'obiettivo
le "Guide Pratiche Ultra Rapide" di Tania Bianchi
(su come superare le obiezioni, trattare un reclamo,
scoprire le parole "magiche" e quelle da evitare...)
ti aiutano a raggiungerlo.

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