



Fired Up and Ready to Go!

Steven Harris

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Top presenter and trainer Steven Harris provides a highly charged practical guide to customer service, based on the award-winning principles used by his consultancy Energize Learning.

Fired Up and Ready to Go! is packed with tips and exercises to help readers work towards peak performance both as individuals and within the teams they manage.

The book is divided into three parts: Part One focuses on techniques for self-management and peak performance; Part Two describes the skills and behaviours required to engage effectively with customers and colleagues alike; finally Part Three focuses on the leadership skills needed to get teams, departments and companies all fired up and ready to go at all times!

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