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## File Type PDF Customer Service A Practical Approach 6th Edition

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#### CUSTOMER SERVICE

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##### A PRACTICAL APPROACH

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Prentice Hall The market-leader, *Customer Service: A Practical Approach, Sixth Edition*, goes beyond providing reasons why customer service is important to defining proven methods for creating customer service excellence. Using a hands-on approach, it covers a wide range of knowledge and skills and offers an extensive collection of activities to enliven and invigorate any lecture. This edition features a revised chapter on technology, new Ethics in Action exercises and coverage of the latest trends in the customer service field. Focusing on problem solving, communication strategies and technology, this classic text pinpoints the skills needed to improve and sustain customer satisfaction and business relationships.

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#### CUSTOMER SERVICE

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##### A PRACTICAL APPROACH

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Pearson Educacion The market-leader, *Customer Service: A Practical Approach, Sixth Edition*, goes beyond providing reasons why customer service is important to defining proven methods for creating customer service excellence. Using a hands-on approach, it covers a wide range of knowledge and skills and offers an extensive collection of activities to enliven and invigorate any lecture. This edition features a revised chapter on technology, new Ethics in Action exercises and coverage of the latest trends in the customer service field. Focusing on problem solving, communication strategies and technology, this classic text pinpoints the skills needed to improve and sustain customer satisfaction and business relationships. For undergraduate courses in Customer Service, Training and Development, and Service Marketing; also as a supplement for a course in Marketing Principles

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#### CUSTOMER SERVICE

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##### A PRACTICAL APPROACH

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A #1 training and reference resource for companies nationwide, this informative guide provides users with (1) a thorough understanding of the customer service industry, (2) a working knowledge of current trends and the ability to interpret those trends, and (3) the fundamental abilities and strategies which lead to the successful implementation of customer service. Goes beyond providing reasons why customer service is important by defining proven methods for creating an environment that achieves excellence in customer service. Discusses such current issues as the rapid integration of technology and the multi-cultural marketplace, and emphasizes critical areas of skill-building essential to success, i.e., problem-solving and decision making, time management, human relations, leadership, and technology training. Discusses the changing marketplace; understanding the customer of the 21st century; embracing new technologies; call centers; customer service over the Internet; and enhancing service experiences and building customer loyalty. Offers new sections on reputation management, ethics in customer service, and understanding churn, and includes a perforated "Redi-reference card" at the end of the book containing highlights, key terms, and selected chapter illustrations. For customer service providers, business administrators, and marketing professionals.

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#### ADVANCED PAEDIATRIC LIFE SUPPORT

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##### A PRACTICAL APPROACH TO EMERGENCIES

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John Wiley & Sons Advanced Paediatric Life Support is the internationally renowned manual on emergency paediatric care, written to support the course run by the Advanced Life Support Group. Using their structured approach, a tried and tested practical method of treating children during the crucial first few hours of a life threatening illness or injury, Advanced Paediatric Life Support is used by doctors, nurses and allied health professionals dealing with emergencies in children. Its clear layout and straightforward style make it a highly practical tool both for training and in the event of an emergency. The sixth edition includes major new features bringing it right up to date, including: The latest International Liaison Committee on Resuscitation (ILCOR) 2015 Guidelines The latest consensus guidelines on paediatric trauma Enhanced discussions on the importance of human factors A new and improved design including full colour photographs and diagrams Free access to the Wiley E-Text With this book at hand, all those providing care during paediatric emergencies can be confident in having comprehensive and authoritative guidance on the recognition and management of life threatening conditions necessary to save a child's life. This title is also available as a mobile App from MedHand Mobile Libraries. Buy it now from iTunes, Google Play or the MedHand Store.

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#### CUSTOMER SERVICE: PEARSON NEW INTERNATIONAL EDITION PDF EBOOK

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##### A PRACTICAL APPROACH

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Pearson Higher Ed For undergraduate courses in Customer Service, Training and Development, and Service Marketing; also as a supplement for a course in Marketing Principles. The market-leader, *Customer Service: A Practical Approach, Sixth Edition*, goes beyond providing reasons why customer service is important to defining proven methods for creating customer service excellence. Using a hands-on approach, it covers a wide range of knowledge and skills and offers an extensive collection of activities to enliven and invigorate any lecture. This edition features a revised chapter on technology, new Ethics in Action exercises and coverage of the latest trends in the customer service field. Focusing on problem solving, communication strategies and technology, this classic text pinpoints the skills needed to improve and sustain customer satisfaction and business relationships.

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#### ADVANCED PAEDIATRIC LIFE SUPPORT

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##### THE PRACTICAL APPROACH

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John Wiley & Sons This international bestseller covers the full advanced paediatric life support course, with the core sections for the abbreviated one-day course clearly picked out. The book provides practical guidance for managing children and infants in the first life-threatening "golden" hour. This new edition goes beyond immediate management to include stabilisation and transfer.

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#### ADVANCED PAEDIATRIC LIFE SUPPORT, AUSTRALIA AND NEW ZEALAND

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## A PRACTICAL APPROACH TO EMERGENCIES

John Wiley & Sons Advanced Paediatric Life Support is the internationally renowned manual on emergency paediatric care, written to support the course run by the Advanced Life Support Group. This edition has been adapted specifically for use in Australia and New Zealand, with the latest procedures, medications and clinical best practice to match the guidelines of the Australia and New Zealand Resuscitation Councils. Using their structured approach, a tried and tested practical method of treating children during the crucial first few hours of a life threatening illness or injury, Advanced Paediatric Life Support is used by doctors, nurses and allied health professionals dealing with emergencies in children. Its clear layout and straightforward style make it a highly practical tool both for training and in the event of an emergency. The sixth edition includes major new features bringing it right up to date, including: Fully adapted for use in Australia and New Zealand, with updates to chapters on shock, the choking child, basic life support and cardiac arrest The latest International Liaison Committee on Resuscitation (ILCOR) 2015 Guidelines The latest consensus guidelines on paediatric trauma Enhanced discussions on the importance of human factors A new and improved design including full colour photographs and diagrams Free access to the Wiley E-Text With this book at hand, all those providing care during paediatric emergencies can be confident in having comprehensive and authoritative guidance on the recognition and management of life threatening conditions necessary to save a child's life.

## A PRACTICAL APPROACH TO LANDLORD AND TENANT

Oxford University Press Now in its sixth edition, A Practical Approach to Landlord and Tenant continues to provide a comprehensive and systematic guide to the principles and practice of landlord and tenant law. Containing coverage of up to date cases, as well as key documents, this book provides a valuable introduction for students and professionals alike.

## ORTHOPEDIC IMAGING

### A PRACTICAL APPROACH

Lippincott Williams & Wilkins Featuring over 4,000 large-size illustrations and unique, effective pedagogy, the Fifth Edition of Dr. Greenspan's best-seller is the ideal teaching text on musculoskeletal imaging for radiologists and orthopedists at every level of training. Orthopedic Imaging: A Practical Approach covers all orthopedic problems and imaging modalities and offers indispensable guidance on selecting cost-effective imaging techniques. The Fifth Edition has a new full-color design, with colorized tables and schematics and full-color illustrations including PET-CT. All conventional tomography has been replaced by CT. Coverage of MRI—the scan of choice for more clinical situations than ever—has been greatly expanded, especially in areas related to arthritis. More three-dimensional CT scans have been added, particularly to areas covering trauma. Musculoskeletal ultrasound coverage has been increased. Practical Points to Remember appear at the end of each chapter to outline salient points. A companion website will offer the fully searchable text and images.

## DATABASE SYSTEMS

### A PRACTICAL APPROACH TO DESIGN, IMPLEMENTATION, AND MANAGEMENT

Pearson Education This book places a strong emphasis on good design practice, allowing readers to master design methodology in an accessible, step-by-step fashion. In this book, database design methodology is explicitly divided into three phases: conceptual, logical, and physical. Each phase is described in a separate chapter with an example of the methodology working in practice. Extensive treatment of the Web as an emerging platform for database applications is covered alongside many code samples for accessing databases from the Web including JDBC, SQLJ, ASP, JSP, and Oracle's PSP. A thorough update of later chapters covering object-oriented databases, Web databases, XML, data warehousing, data mining is included in this new edition. A clear introduction to design implementation and management issues, as well as an extensive treatment of database languages and standards, make this book an indispensable, complete reference for database professionals.

## BE OUR GUEST

### PERFECTING THE ART OF CUSTOMER SERVICE

Now, for the first time, one element of the methods behind the magic that is the Walt Disney World Resort—quality service—is revealed. The book outlines proven Disney principles and processes for helping an organization focus its vision and align its people into a strategy that delivers on the promise of exceptional customer service.

## DESIGN FOR SIX SIGMA

### A PRACTICAL APPROACH THROUGH INNOVATION

CRC Press Design for Six Sigma (DFSS) is an innovative continuous improvement methodology for designing new products, processes, and services by integrating Lean and Six Sigma principles. This book will explain how the DFSS methodology is used to design robust products, processes, or services right the first time by using the voice of the customer to meet Six Sigma performance. Robust designs are insensitive to variation and provide consistent performance in the hands of the customer. DFSS is used to meet customer needs by understanding their requirements, considering current process capability, identifying and reducing gaps, and verifying predictions to develop a robust design. This book offers: Methodology on how to implement DFSS in various industries Practical examples of the use of DFSS Sustainability utilizing Lean Six Sigma techniques and Lean product development Innovative designs using DFSS with concept generation Case studies for implementing the DFSS methodology Design for Six Sigma (DFSS) enables organizations to develop innovative designs. In order to redesign an existing process or design a new process, the success is dependent on a rigorous process and methodology. DFSS ensures that there are minimal defects in the introduction of new products, processes, or services. The authors have compiled all of the tools necessary for implementation of a practical approach through innovation.

## FOUNDATIONS OF PSYCHOLOGICAL TESTING

### A PRACTICAL APPROACH

SAGE Publications Foundations of Psychological Testing: A Practical Approach by Leslie A. Miller and Robert L. Lovler presents a clear introduction to the basics of psychological testing as well as psychometrics and statistics. Aligned with the 2014 Standards for Educational and Psychological Testing, this practical book includes discussion of foundational concepts and issues using real-life examples and situations that students will easily recognize, relate to, and find interesting. A variety of pedagogical tools furthers the conceptual understanding needed for effective use of tests and test scores. The Sixth Edition includes updated references and examples, new In Greater Depth boxes for deeper coverage of complex topics, and a streamlined organization for enhanced readability. INSTRUCTORS: Bundle Foundations of Psychological Testing with the Student Workbook, featuring critical thinking and practical exercises, for only \$5 more! Bundle ISBN: 978-1-5443-6670-8

## PUBLIC POLICY ANALYSIS

Routledge Public Policy Analysis, the most widely cited book on the subject, provides readers with a comprehensive methodology of public policy analysis. Starting from the premise that policy analysis is an applied social science discipline designed for solving practical problems facing public and nonprofit organizations, the book bridges the gap between theory and practice. It provides practical skills for conducting policy analysis and communicating findings through memos, position papers, and other forms of structured analytical writing. The book asks readers to critically analyze the arguments of policy practitioners as well as political scientists, economists, and political philosophers.

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## TEACHING ELEMENTARY LANGUAGE ARTS

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### A GUIDE TO CRISIS INTERVENTION

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Cengage Learning This practical nuts-and-bolts guide provides readers with the skills necessary to handle any crisis situation. The book utilizes the comprehensive ABC Model of Crisis Intervention, which can be used as effectively for day-to-day interactions as for emergency situations. A GUIDE TO CRISIS INTERVENTION, 5th Edition addresses such crises as drug abuse, secondary PTSD, crisis worker burnout, AIDS, suicide, death and dying, Alzheimer's, and victimization and abuse. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

### GOODE AND MCKENDRICK ON COMMERCIAL LAW

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#### 6TH EDITION

Penguin UK The sixth edition of the authoritative and acclaimed commercial law text 'A great book ... will be equally useful to legal practitioners, students and business people' Financial Times This sixth edition of Goode on Commercial Law, now retitled Goode and McKendrick on Commercial Law, remains the first port of call for the modern day practitioner with its theoretical and practical coverage of commercial law in both a national and an international context. Now updated to cover the most recent legal and technical changes, this highly acclaimed and authoritative text, which is regularly cited by all courts from the Supreme Court downwards, combines a deep theoretical analysis of foundational principles with a practical approach in the context of typical commercial and financial transactions. It is also replete with diagrams and specimen forms covering a wide range of transactions. 'Searching analysis and meticulous exposition coupled with a lucid clarity of style and a relaxed lightness of touch combine to make the book not only compulsory but compulsive reading for anyone interested in its field' Law Quarterly Review 'A work of immense scholarship ... Professor Goode's work must be as nearly exhaustive as can be possible and as produced by Penguin is a triumph of paperback publishing' Solicitor's Journal 'Clear and comprehensive ... The student and practitioner will find it indispensable; the interested layperson too will benefit from it as a work of reference' British Business 'A veritable tour de force' Business Law Review

### CRITICAL THINKING, CLINICAL REASONING AND CLINICAL JUDGMENT

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#### A PRACTICAL APPROACH, PAGEBURST E-BOOK ON KNO

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Elsevier Health Sciences

### HEALTH CARE INFORMATION SYSTEMS

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#### A PRACTICAL APPROACH FOR HEALTH CARE MANAGEMENT

John Wiley & Sons The bestselling guide to the field, updated with a new, more relevant perspective Health Care Information Systems is the gold-standard textbook for the field, providing in-depth coverage of real-world health information management. Merging general concepts with practical detail, this book provides students with a highly transferable skill set that transitions seamlessly into practice. This new fourth edition has been completely reworked to reflect the health care system's evolving needs, providing a big-picture health system perspective on information systems throughout the continuum of care. Coverage of new and emerging technologies and population health management offers engaging discussion of current shifts in the health care industry, and case studies have been updated and expanded to provide additional illustration of important concepts. Recent years have brought significant changes to the health care industry, and information management is becoming an increasingly critical part of managing health and healthcare; this book provides essential guidance toward all aspects of the field. Learn how information systems are used across the health care continuum Discover the role of IT in managing health, patient engagement, and care management Explore the latest technologies that facilitate the management of sensitive information Delve into increasing trends, such as population health management Health care reform, accountable care, and an increasingly global focus has turned the health care data stream into a deluge. Information systems are becoming increasingly powerful, but they are of little use unless backed by practitioners with a deep understanding of both information management and the health care system. Health Care Information Systems equips future health care managers to serve the needs of any health care organization.

#### A PRACTICAL APPROACH TO NEUROLOGY FOR THE SMALL ANIMAL PRACTITIONER

John Wiley & Sons A Practical Approach to Neurology for the Small Animal Practitioner provides veterinary practitioners and students with a comprehensive guide to diagnosing and treating neurological cases in small animal practice. Covering the most important considerations for the general practitioner, the book includes chapters on clinical history taking, a 'stress-free' approach to the neurological examination, the most common neurological presentations in general practice, neurological emergencies, and more. It is easy to read, packed with practical hints and tips, and the information is presented using tables and bulleted lists, with accompanying images and videos to illustrate the concepts. A Practical Approach to Neurology for the Small Animal Practitioner is ideal for newly qualified vets, veterinary students, and experienced vets seeking a refresher.

### THE IMPROVEMENT GUIDE

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#### A PRACTICAL APPROACH TO ENHANCING ORGANIZATIONAL PERFORMANCE

John Wiley & Sons This new edition of this bestselling guide offers an integrated approach to process improvement that delivers quick and substantial results in quality and productivity in diverse settings. The authors explore their Model for Improvement that worked with international improvement efforts at multinational companies as well as in different industries such as healthcare and public agencies. This edition includes new information that shows how to accelerate improvement by spreading changes across multiple sites. The book presents a practical tool kit of ideas, examples, and applications.

### APPROACHING MULTIVARIATE ANALYSIS, 2ND EDITION

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#### A PRACTICAL INTRODUCTION

This edition has been expanded to include new chapters describing methods and examples of particular interest to medical researchers It takes a very practical approach, aimed at enabling readers to begin using the methods to tackle their own problems.

### 30 DAYS TO SELL

CreateSpace Nominated for a Small Business Marketing Book award!. You have 30 days to convert a user to a paying customer starting NOW. The clock is ticking. What will you do? Collecting and analysing the messaging and strategies the leading e-commerce, software and service companies use as they convert trial users to customers in the most important 30 days after sign-up. Each companies strategy is broken down and presented in an easy to use and understand visual guide. 30 days to sell is a must buy if you are looking to automate and improve new customer conversion. This book covers: Activation campaigns from the worlds leading web companies. Easy reference guide - what message to send and when. Full page examples of each marketing message. Steal ideas from successful entrepreneurs, marketers and growth hackers. Two new bonus chapters showcasing more activation campaigns.

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## THE PRACTICALITIES OF HUMAN RESOURCES

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### FOR HR PRACTITIONERS' - FRESH PERSPECTIVE

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Author House This book is for those who think that human resources is fundamental to organisation success. It focuses on how to create, develop, and implement workforce information based on HR arguments to address the needs of the organisation. What needs to be understood, the book is for practitioners: those who will implement HR practices to obtain greater output from the employees. The approach is fresh where the perspective is from HR data.

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### AUTOMOTIVE BRAKE SYSTEMS

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For courses in Automotive Brake Systems or Chassis Systems in colleges or proprietary schools. Unlike other books which seem to offer little more than service manual material Automotive Brake Systems reflects Halderman's real world experience. It offers complete coverage of the parts, operation, design, and troubleshooting of brake systems, and answers the "why's" along with the "how's."

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## THE DUH! BOOK OF MANAGEMENT AND SUPERVISION

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### DISPELLING COMMON LEADERSHIP MYTHS

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Common Sense Press (Melrose, FL) Managerial styles are influenced by habit, familiarity, and workplace culture. It's no wonder that well-intentioned professionals doing their best to be good organizational leaders often repeat unhelpful supervisory practices experienced in their early careers, even if they disliked them at the time. In the DUH! Book of Management and Supervision, the author disagrees with many accepted leadership principles (unabashedly referring to them as myths) and makes new and different approaches easier to imagine. Her challenging and controversial concepts illustrated with poignant stories suggest common-sense and immediately applicable alternatives more suitable in today's workplace.

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### OBJECTS FIRST WITH JAVA

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### A PRACTICAL INTRODUCTION USING BLUEJ WITH PRACTICAL DEBUGGING IN JAVA

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Prentice Hall The previous three editions have established Fluid Mechanics as the key textbook in its field. This fourth edition continues to offer the reader an excellent and comprehensive treatment of the essentials of what is a truly cross-disciplinary subject, while also providing in-depth treatment of selected areas. This book is suitable for all students of civil, mechanical, chemical, environmental and building services engineering. The fourth edition retains the underlying philosophy of the previous editions - guiding the reader from the general to the particular, from fundamentals to specialist applications - for a range of flow conditions from bounded to free surface and steady to time dependent. The basic 'building block' equations are identified and their development and application to problems of considerable engineering concern are demonstrated and discussed. The fourth edition of Fluid Mechanics includes: end of chapter summaries outlining all essential concepts, an entirely new chapter on the simulation of unsteady flow conditions, from free surface to air distribution networks, enhanced treatment of dimensional analysis and similarity and an introduction to the fundamentals of CFD

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### WOW MOMENTS

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### FIFTY THANK-YOUS AND TEN CURSES: A CUSTOMER SERVICE STORY

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Python Efk, Incorporated Amazon.com. Starbucks. Your cable or cell phone provider. Some organizations "wow" their customers and some don't. What does it even mean to "wow" a customer? How would your customers describe their most recent interaction with you? What are the characteristics of a "wow" moment, and how can you and your organization continuously improve to provide more of them? Join business owner Allen and management consultant Jeff as they take a customer service journey to answer these questions and more. Told in story form, this book is meant to be used in conjunction with the tools and exercises provided in the appendix as well as additional material found at [www.pythonefk.com](http://www.pythonefk.com). Read WOW Moments: Fifty Thank-Yous And Ten Curses on your own or as a team, and use it to assist in your efforts to "wow" more customers more often. Keep them coming back for more while also referring others to your organization.

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### WHAT'S YOUR GREEN GOLDFISH?

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### BEYOND DOLLARS: 15 WAYS TO DRIVE EMPLOYEE ENGAGEMENT AND REINFORCE CULTURE

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What's Your Green Goldfish is based on the simple premise that employees are the key drivers of customer experience and that "Happy Employees Create Happy Customers." The book focuses on 15 different ways to drive employee engagement and reinforce a strong corporate culture. It's the second book in the goldfish trilogy. The first book was an Amazon Best Seller entitled, What's Your Purple Goldfish. Purple focused on customers, whereby Green focuses on employees. Both books are based on a revolutionary new approach called marketing g.l.u.e. (marketing by giving little unexpected extras). The book is based on the findings of the Green Goldfish Project, an effort which crowd sourced 1,001 examples of signature added value for employees. Key themes emerged from the Project. The book is filled with over 200 examples. PRAISE FOR WHAT'S YOUR GREEN GOLDFISH "Stan is the sherpa that guides executives along the journey between the heart and mind of business stakeholders. Stakeholders aren't always customers though. At a time when company vision and culture matters more than ever, it takes inspired and engaged employees to bring them to life." - Brian Solis, author of What's the Future of Business #WTF, The End of Business as Usual and Engage "So often overlooked, and so very vital to building company value... empowering employees to support each other and the brand. Stan Phelps 'gets' it and Green Goldfish will walk you step-by-step though achieving this critical goal." - Ted Rubin, author of Return on Relationship "Great customer centric organizations only exist because of engaged and empowered employees. The Green Goldfish is packed with awesome examples of what world class companies are doing today to inspire and reward their employees. If you see value in truly building an "A Team," Green Goldfish will be, without question, your single best reference." - Chris Zane, Founder and President of Zane's Cycles, author of Reinventing the Wheel, the Science of Creating Lifetime Customers "Stan Phelps takes customer service to a whole new level by focusing on EMPLOYEE service, and how to do well by your employees - so they take care of your customers. Packed with stories, insights and R.U.L.E.S. any company can follow, this book is a must-read for managers of companies of all shapes and sizes who know that employees don't leave jobs - they leave managers, especially when they don't feel your love and appreciation. Pick this up, and start engaging your team and making more GREEN - Phil Gerbyshak, author of The Naked Truth of Social Media "Our large-scale research shows unequivocally that engaged employees are more likely to work longer, try harder, make more suggestions for improvement, recruit others to join their company, and go out of their way to help customers. They even take less sick time. Companies can tap into the enormous value of engaged employees by following the 15 ideas that Stan lays out in this book." - Bruce Temkin, author of The Six Laws of Customer Experience "Too often, the actual employment experience delivered on the job does not measure up to the version sold to job candidates during the interview process. In What's Your Green Goldfish, Stan Phelps offers 15 ways to close the gap." - Steve Curtin, author of Delight Your Customers: 7 Simple Ways to Raise Your Customer Service from Ordinary to Extraordinary (AMACOM, June 2013) "In What's Your Green Goldfish, Stan Phelps brilliantly applies the idea of 'doing a little something extra' for employees. You know, those people that actually get the work done and keep customers happy. Read it, put some of the ideas to work, and soon you'll be reaping more 'green' from your customers." - Bob Thompson, Founder and CEO, CustomerThink Corp.

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### HOW TO CREATE LIFETIME CUSTOMERS

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### LEVERAGE THE MARKETING POWER OF THE INTERNET AND MOBILE TECHNOLOGY TO QUICKLY GET NEW CUSTOMERS, HAVE THEM SPEND MORE MONEY, AND KEEP THEM BUYING FOREVER

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Imagine doing a \$1.8 Million product launch in as little as seven days. Imagine easily getting a new affluent customer and having them gladly pay you month after month. Imagine your current and past customers frequently sending you their friends and family members to become your new clients. If getting and keeping new customers are the biggest problems in your business, solving that problem has never been easier. Whether your dream is profiting from the boom in mobile and internet sales, selling high priced products, creating predictable monthly revenue, or learning the secrets to keep customers buying from you for decades, this book is your blueprint. Order a copy now and watch your business quickly go through a period of rapid, transformational growth. Everything you desire can be yours, you simply have to take this first step. Grab your copy today!

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**INTRODUCTION TO BUSINESS LAW**

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South-Western Pub This latest addition to the Beatty/Samuelson series of texts is explicitly written from the ground up to address the specific needs of a 1-term business law course. It effectively provides both comprehensive breadth of topical coverage and a cost-effective, manageable format for courses lasting just a single semester or quarter. INTRODUCTION TO BUSINESS LAW presents the full range of business law topics in a series of fast-paced, brief digestible chapters, making the book accessible to a wide range of students. To further support reader-friendliness, this author team's unique hallmark writing style makes the law content unexpectedly sparkle. Through utilizing innovative, story-telling pedagogy, fascinating cases, and business applications that are sure to create student interest, the end result is a text that is authoritative and accurate yet a pleasure to read.

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**RESET**

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Rupel J Jones Publishing Hopelessly in a funk with no apparent way out, mortgage industry veteran, Mark Stiles, grasped desperately to the only thing that could help: CHANGE. For the past few years, Mark has been stuck in a life of mediocrity - unfulfilled and simply getting by..... Slowly, but surely, both his personal and professional lives have derailed and are on a one-way track to disaster. Now, after a chance encounter with an old friend and colleague in the business, Mark is presented with a challenging opportunity that can radically change his life. A change that could not only allow him to achieve his dreams and provide an abundant life for his family, but a change that could inject long-forgotten purpose, meaning and fulfillment back into his career and very soul. Whether you're a mortgage veteran or a newbie to the residential mortgage scene, this book is possibly the answer to your problems! It not only provides solutions to the issues you've faced with loan files, but it outlines a proven, strategic framework for re-structuring your life to reach all the goals you've set for yourself and achieve unlimited success. The only question is: are you prepared to hit the Reset button and change?

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**I AM GIRAFFE**

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Heart Centered Publishing A dreamtime journey takes Giraffe on a quest to discover that changing our physical appearance is not the answer to finding happiness. Through friends and a special meeting with a unicorn, wonderful learning takes place on the importance of accepting and loving yourself with joy, enthusiasm, and gratitude. The book also includes practical information and exercises to assist parents with developing the practice of everyday gratitude in our lives.

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**GREAT TRAINERS MAKE IT HAPPEN**

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Booksurge Publishing ATTENTION TRAINERS: It's Not About YOU - It's About the LEARNER! What is the biggest mistake a trainer can make? Quite simply, it is focusing all of their efforts on themselves and not their students! Many inexperienced trainers fall into this trap, but it doesn't have to happen to you! This book provides easy-to-execute examples that, when utilized, will make any rookie trainer look like a seasoned pro in just one day! You will learn how to structure the classroom experience in such a positive way that I guarantee it will make a difference in your professional life and in the lives of your participants. The techniques outlined in this book will help you to become the Great Trainer you have always wanted to be - because although good trainers may know these methods, Great Trainers make it happen! Inside, you will discover how to: -Create an inviting physical and emotional learning environment for your students. An inviting learning environment leads to higher levels of participation, retention, and on-the-job application! -Be less of an instructor and more of a "Tour Guide." Utilizing tour guide techniques will make your class anything-but-ordinary, causing people to look forward to your next event! -Utilize Great Trainer techniques whether you're facilitating a 5-day course, a 60-minute training session, or a 15-minute presentation! -Apply the techniques that will help you go WACCO for your participants - without spending a dime! Get on the road to continuous training improvement and start reading!

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**EMERGENCY TRIAGE**

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**MANCHESTER TRIAGE GROUP**

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John Wiley & Sons The Manchester Triage System (MTS) is the most widely used triage system in the UK, Europe and Australia, with tens of millions of patients being processed through hospital emergency departments. It is also used in hospitals throughout Brazil. Emergency Triage is the core text for the MTS, which utilises a risk averse system of prioritisation for patients in all unscheduled care settings. As such, it is an essential text for all emergency department staff using the MTS, in particular triage nurses. The book is both a training tool and a reference for daily use in the Emergency Department and prehospital settings. This edition features revised protocols that reflect new approaches to prioritisation, with accompanying revised flowcharts - the core part of the book. Table of Contents Presentation flow charts index 1: Introduction 2: The decision-making process and triage 3: The triage method 4: Pain assessment as part of the triage process 5: Patient management, triage and the triage nurse 6: Auditing the triage process 7: Telephone triage 8: Beyond prioritisation to other applications

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**PRE-OBSTETRIC EMERGENCY TRAINING**

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**A PRACTICAL APPROACH**

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John Wiley & Sons Revision of: Pre-hospital obstetric emergency training. 2010.

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**PAEDIATRIC HAEMATOLOGY AND ONCOLOGY**

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Oxford University Press Fully revised and updated for its second edition, Paediatric Haematology and Oncology provides an easily accessible source of information about all of the basic principles of childhood cancer and leukaemia, and detailed specialist knowledge on how to care for children with those conditions. Featuring new chapters on the biology of childhood leukaemia and central nervous system tumours, the book includes a greater focus on the rapidly expanding research in the biology and genetics of childhood malignancy, as well as new clinical treatments and more detail on various tumour types. Logically split into 12 sections on different aspects of haematology and cancer to allow quick and easy reference, the book provides general principles of diagnosis and treatment, short- and long-term care, and oncological emergencies, before moving on to chapters on specific diseases. Normal values and useful websites are also included for reference. Chapters have been expanded to feature more clinical images to aid in diagnosis and interpretation, making this second edition an invaluable companion for the trainee and consultant in paediatric haematology and oncology.

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**WORKBOOK FOR HEALTH INSURANCE TODAY**

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**A PRACTICAL APPROACH 6TH EDITION**

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**A PRACTICAL APPROACH TO CORPORATE NETWORKS ENGINEERING**

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CRC Press A Practical Approach to Corporate Networks Engineering is dedicated to corporate network design and engineering, covering the different levels of network design and deployment. The main theoretical concepts are explained and the different functioning mechanisms are illustrated with practical experiments. Using an open source network simulator that is able to emulate real network equipment and run concrete network scenarios (Graphical Network Simulator), the authors present several realistic network scenarios that illustrate the different network protocols and mechanisms and can be easily replicated by readers at home. Readers will be able to configure the different network equipments, run the scenarios and capture traffic at the different network links on their own, ordinary PC, acquiring a deep knowledge of the underlying network protocols and mechanisms. This interactive and practical teaching approach is very motivating and effective, since students can easily follow the explanations that are given throughout the book, making this work a valuable addition to the existing literature.

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**DATABASE SYSTEMS**

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**A PRACTICAL APPROACH TO DESIGN, IMPLEMENTATION AND MANAGEMENT**

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A Comprehensive Introduction to the Theory behind Databases Extended chapter on database architectures and the Web, covering cloud computing New Section on Data Warehousing and Temporal Databases Updated treatment to cover the latest version of the SQL standard, which was released late 2011 (SQL:2011) Extended chapter on replication and mobile databases Updated chapters on Web-DBMS integration and XML Extended treatment of XML, SPARQL, XQuery 1.0 and XPath 2.0 (including the new XQuery Update facility), and the new SQL:2011 SQL/XML standard Coverage updated to

Oracle 11gA Clear Introduction to the Theory behind Databases New review questions and exercises at the end of chapters allow readers to test their understanding