

Customer Relationship Management Briefcase Books Series

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Six Sigma For Managers - Greg Brue
2002-02-22

THE BRIEFCASE BOOKS SERIES Now translated into nine languages! This reader-friendly, icon-rich series is must reading for all managers at every level. All managers, whether brand new to their positions or well established in the corporate hierarchy, can use a little "brushing up" now and then. The skills-based

Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. Six Sigmaone of the hottest topics in today's manufacturing circlesis a statistical concept that characterizes nearly zero defects in any process. But its successful implementation involves a whole new set of management practices. Six Sigma for Managers will help

managers better understand this concept and how to facilitate the learning, cooperation, skills improvement, and commitment required to make Six Sigma processes a reality in any organization.

Budgeting for Managers - Sid Kemp 2002-11-22
Now translated into 11 languages! This reader-friendly, icon-rich series is must reading for all managers at every level All managers, whether brand new to their positions or well established in the corporate heirarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. Managers in all types of organizations and environments must be able to prepare, or at least understand, a realistic and results-oriented budget. Budgeting for Managersrich in practical techniques and exampleswalks the reader through the entire budgeting process, from basic financial concepts

and their use in creating a budget to methods for tracking actual spending.

Customer Relationship Management - Kristin L. Anderson 2001-09-22

This reader-friendly series is must read for all levels of managers All managers, whether brand-new to their positions or well established in the corporate hierarchy, can use a little brushing-up now and then. The skills-based Briefcase Books Series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. As customer loyalty increasingly becomes a thing of the past, customer relationship management (CRM) has become one of today's hottest topics. Customer Relationship Management supplies easy-to-apply solutions to common CRM problems, including how to maximize impact from CRM technology, which data warehousing techniques are most effective, and how to create and manage both short- and long-term relationships.

Negotiating Skills for Managers - Steven Cohen 2002-03-22

Now translated into nine languages! This reader-friendly, icon-rich series is must reading for all managers at every level. All managers, whether brand new to their positions or well established in the corporate hierarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. Virtually everything in business is negotiated, and the ability to negotiate strong agreements and understandings is among today's most valuable talents. *Negotiating Skills for Managers* explains how to establish a solid pre-negotiation foundation, subtly guide the negotiation, and consistently set and achieve satisfactory targets. From transferring one's existing strengths to the negotiating table to avoiding common negotiating errors, it reveals battle-proven steps for reaching personal and

organizational objectives in every negotiation. **Manager's Guide to Employee Engagement** - Scott Carbonara 2012-10-05
USE THE POWER OF EMPLOYEE ENGAGEMENT TO IGNITE PASSION, PURPOSE, AND PRODUCTIVITY IN EVERY MEMBER OF YOUR STAFF Successful managers understand that their job is to help employees do their best work, not simply give orders. The *Manager's Guide to Employee Engagement* shows leaders at all levels how to build relationships that support collaboration and drive meaningful performance improvement. Learn how to: Foster loyalty, trust, and commitment in all your employees Create a culture of positive thinking Empower employees to act as internal entrepreneurs Align employee and organizational values and goals Become "the best boss ever"--without losing sight of business goals Learn how to make your employees engaged and successful--and facilitate your own success at the same time. Briefcase Books,

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written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms and concepts Tactics and strategies for engaging employees Tips for executing the tactics in the book Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful engagement tactics Specific planning procedures, tactics, and hands-on techniques

Customer Relationship Management - 2020

Skills for New Managers - Morey Stettner
2013-11-22

PROVEN TIPS TO HANDLE EVERYDAY
MANAGEMENT SITUATIONS --ALL IN A FAST-
MOVING, EASY-TO-REFERENCE FORMAT
Managing people is one of the most demanding

yet career-enhancing and rewarding skills you can have. Skills for New Managers, Second Edition, provides everything you need to excel as a manager from day one. From hiring productive employees to developing mentoring, leadership, and coaching skills, this fast-paced, easy-to-understand guide is your blueprint for managing your staff to success. Getting results by knowing when to speak up--and when to listen Motivating your staff to exceed expectations Delegating tasks and dealing with crises Running meetings that are organized and focused Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms and concepts Tactics and strategies for managing your staff Tips for executing the tactics in the book Practical advice for minimizing the possibility of error Warning signs

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for when things are about to go wrong Examples of successful management tactics Specific planning procedures, tactics, and hands-on techniques

Customer Relationship Management - Carol Kerr 2001-10-09

This reader-friendly series is must read for all levels of managers All managers, whether brand-new to their positions or well established in the corporate hierarchy, can use a little brushing-up now and then. The skills-based Briefcase Books Series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. As customer loyalty increasingly becomes a thing of the past, customer relationship management (CRM) has become one of today's hottest topics. Customer Relationship Management supplies easy-to-apply solutions to common CRM problems, including how to maximize impact from CRM technology, which data warehousing techniques are most effective, and how to create

and manage both short- and long-term relationships.

Customer Relationship Management - Anderson 2002-05-01

Managers Guide to Marketing, Advertising, and Publicity - Barry Callen 2009-09-11

Proven strategies that make sure your marketing message stands out from the rest The average American is exposed to as many as 5,000 marketing messages per day, so it's more important than ever to create the most effective marketing and advertising campaigns as possible. Manager's Guide to Marketing, Advertising, and Publicity explains The 14 principles of marketing communications strategy Common marketing mistakes to avoid Techniques for creating powerful marketing messages The many choices for delivering your marketing message How to take full advantage of digital platforms Today, you must come up with a bigger, better, brighter marketing

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campaign, or you're guaranteed to be lost in the noise. This primer is ideal for anyone looking to position his or her organization as a powerful competitor in the twenty-first century. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms, concepts, and jargon Tactics and strategies for overseeing marketing initiatives Insider tips for getting the most out of marketing, advertising, and publicity Practical advice for creating effective campaigns Warning signs when preparing for and undertaking marketing initiatives Stories and insights from the experiences of others Specific marketing procedures, tactics, and hands-on techniques

Manager's Guide to Mentoring - Dr. Curtis J. Crawford 2009-09-11

Create new solutions to old problems with the

power of mentoring! Mentoring is an extraordinarily powerful way of getting top performance from every employee. It's one of the hottest management techniques used in business today, and every manager serious about developing talented employees and implementing change in his or her organization needs to master it. *Manager's Guide to Mentoring* is a detailed overview covering Types of mentors, from professional to corporate to informal Mentoring across traditional cultural and gender boundaries Developing a mentoring program within your organization *Manager's Guide to Mentoring* provides all the skills for using one of today's most innovative management techniques to drive positive change in your company. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through

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each page: Clear definitions of key terms, concepts, and jargon Tactics and strategies for mentoring Insider tips for creating a mentoring program Practical advice for mentors Warning signs when preparing for and undertaking a mentoring initiative Stories and insights from the experiences of others Specific mentoring procedures, tactics, and hands-on techniques

Manager's Guide to Crisis Management - Jonathan Bernstein 2011-11-11

Lead your Organization through any business crisis—and emerge stronger than ever

Manager's Guide to Crisis Management provides the basic skills and knowledge you need to deal with the crises that inevitably occur in any business or organization. Covering every aspect of the topic—from defining crisis management and policies to training for and responding to crises—it helps you fully grasp any situation that threatens business, careers, and even lives. Lead through any crisis smoothly and with minimal ramifications by mastering the most effective

tactics, including: Planning for and training staff in crisis management Anticipating and preventing crises before they occur Managing the company's online reputation Addressing crises that affect multicultural stakeholders Creating effective crisis-related messaging Knowing when to bring in a specialist About the Briefcase Books series: Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Key Terms: Clear definitions of key terms and concepts Smart Managing: Tactics and strategies for managing crises Tricks of the Trade: Tips for executing the tactics in the book Mistake Proofing: Practical advice for minimizing the possibility of error Caution: Warning signs for when things are about to go wrong For Example: Examples of successful crisis management Tools: Specific planning

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procedures, tactics, and hands-on techniques
Manager's Guide to Virtual Teams - Kimball
Fisher 2011-06-17

Get solid collaboration from team members in remote locations Globalization and new technologies have made team collaboration from distant geographical locations—on the road, from home or client sites, even on the other side of the globe—a routine part of business. Managing these teams requires new skills and sensitivities to maximize team and organizational performance. Emphasizing pragmatism over theory and offering helpful tips instead of vague observations, Manager's Guide to Virtual Teams helps you bridge the communication gaps created by geographical separation and get peak performance from employees you rarely see. You will learn how to: Keep team members in remote locations motivated and involved Coach for peak performance via e-mail, telephone, teleconference, and videoconference Help

widely scattered team members understand their contribution to the business Build consensus for decisions among virtual team members Learn effective communication and feedback techniques for enhancing team performance Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Look for these innovative features to help you navigate each page: Clear definitions of key terms and concepts Tactics and strategies for managing virtual teams Tricks of the trade for executing effective management techniques Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful virtual managing Specific planning procedures, tactics, and hands-on techniques
Manager's Guide to Business Planning - Peter J. Capezio 2009-10-16

Get the business results you want by creating

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and executing a solid plan! One simple thing usually makes the difference between business success and failure: a well-laid plan. Whether you want to enact a long-term strategic initiative or set short-term revenue targets, *Manager's Guide to Business Planning* provides the tools and techniques for developing a workable plan everyone will support. You'll learn how to: Measure success Prioritize initiatives Run business reviews Create a budget Engage employees There's no reason to experience false starts, waste money, or dissatisfy customers in your business endeavors. *Manager's Guide to Business Planning* has tried-and-true methods that can be applied to any situation.

Manager's Guide to Effective Coaching, Second Edition - Marshall Cook 2011-09-02

Boost productivity by making the switch from "boss" to COACH! Effective managers know their job is to help employees succeed, not to give them orders. They create relationships that build collaboration and meaningful performance

improvement. These managers know that when they facilitate the success of their team members, they facilitate their own success. Effective Coaching teaches you practices you can use immediately to engender employee commitment and help employees gain the skills necessary to sustain and grow any type of organization. You'll learn: The attributes of a successful coach How to set up an effective coaching session How to use coaching to correct unproductive behavior How to use coaching to be a better trainer Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: -Clear definitions of key terms and concepts -Tactics and strategies for coaching employees -Tricks of the trade for executing effective coaching techniques -Practical advice for minimizing the possibility of error -Warning

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signs for when things are about to go wrong -
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Specific planning procedures, tactics, and
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Manager's Guide to Navigating Change -

Stephen Rock 2012-11-09

Lead your team through today's rapid changes
The only guarantee in business is change. All
managers need to understand that they will
either be buffeted by change or help shape it.
Knowing how to do that is the real test of
leadership in today's organizational
environments. *Manager's Guide to Navigating
Change* provides methods for managing risks
and ensuring the organization continues to move
forward through turbulence created by both
internal and external events. Learn how to:
Define what the future looks like and
communicate your vision to your staff Make
large-scale change sustainable by aligning your
efforts and resources Align organizational and
employee values, missions, and goals Leverage

your resources to facilitate stakeholder buy-in
Enact your plan and measure results as you go
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Proofing: Practical advice for minimizing the
possibility of error Caution: Warning signs for
when things are about to go wrong For Example:
Examples of successful change-management
tactics Tools: Specific planning procedures,
tactics, and hands-on techniques
Customer Relationship Manager Diploma - City
of London College of Economics - 3 months -
100% online / self-paced - City of London College
of Economics

Overview In this diploma course you will learn how to deal with customer issues best. Content - CRM Success Factors - The Customer Service/Sales Profile - Managing Your Customer Service/Sales Profile - Choosing Your CRM Strategy - Managing and Sharing Customer Data - Tools for Capturing Customer Information - Service-Level Agreements - E-Commerce: Customer Relationship on the Internet - Managing Relationships Through Conflict - Fighting Complacency: The "Seven-Year Itch" - Resetting Your CRM Strategy Duration 3 months Assessment The assessment will take place on the basis of one assignment at the end of the course. Tell us when you feel ready to take the exam and we'll send you the assignment questions. Study material The study material will be provided in separate files by email / download link.

[Manager's Guide to Operations Management](#) -

John Kamauff 2009-10-09

The secrets to improving operations while

maintaining the highest quality How do you operate at maximum efficiency with minimum cost? Manager's Guide to Operations Management addresses one of the most pressing business issues of our time by offering easy-to-implement advice on creating the most effective, streamlined operations possible. This quick-reference guide explains how to: Improve your production processes Boost quality using the Six Sigma approach Manage supply chains and inventory Forecast, plan, and schedule efficiently With Manager's Guide to Operations Management, you have the tools you need to ensure a smooth, steady work flow while producing products and services of the highest quality—the secret to business success.

MBA in Marketing - City of London College of Economics - 10 months - 100% online / self-paced - City of London College of Economics

Overview An MBA in Marketing (or Master of Business Administration) is a degree that will

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prepare you for leading positions in marketing such as Chief Marketing Officer. Content - What is Marketing? - Marketing Management - Marketing Management Philosophies - Marketing Challenges into the Next Century - Marketing and Society: Social Responsibility and Marketing Ethics - Social Criticisms of Marketing - Citizen and Public Actions to Regulate - Business Actions Towards Socially Responsible - Principles for Public Policy Towards Marketing - Strategic Marketing Planning - The Global Market Place - Business Markets and Business Buyer Behaviour - Market Information and Marketing Research - Core Strategy - Digital Marketing Strategy - Customer Relationship Management - E-Commerce - Fundamentals of Management - And many more Duration 10 months Assessment The assessment will take place on the basis of one assignment at the end of the course. Tell us when you feel ready to take the exam and we'll send you the assignment questions. Study material The study

material will be provided in separate files by email / download link.

Manager's Guide to Motivating Employees 2/E - Anne Bruce 2012-03-30

Briefcase Books: Manager's Guide to Motivating Employees More than 700,000 Briefcase Books sold! A manager's guide to inspiring employees to work at peak performance—to improve organizational culture and help meet the bottom-line About the Book Manager's Guide to Motivating Employees is the perfect primer for managers looking to jumpstart the work ethic, excitement, and company synergy by engaging and motivating their employees. This new edition provides entertaining case studies and examples of how readers can create an environment in which employees feel passionate about their jobs and put the best of them in everything they do. Written specifically for today's busy manager, Briefcase Books feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday

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workplace situations. Key Selling Features
Proven tactics for creating relationships and ensuring effective communication to get the optimal performance from employees Clear definitions of key terms and concepts Practical advice for minimizing the possibility of error Examples of successful management Specific planning procedures, tactics, and hands-on

techniques Market / Audience Managers of all levels About the Author Anne Bruce (Sacramento, CA) is a nationally recognized speaker, workshop leader, and author. Her books include the Briefcase Books Be Your Own Mentor and Building A High Morale Workplace and Perfect Phrases for Documenting Employee Performance Problems.

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