



Peopletalk : Listening Skills

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The ability to communicate positively and effectively with other people is a vital skill. In the increasingly competitive world of business, it can make the difference between success and failure. People Talk is a guide to this skill, and how to acquire it! Packed full of practical tips and insights, the book looks beyond the forced 'Have a nice day!' approach to customer care and helps the reader develop a positive, professional attitude to all business contacts - customers, clients and colleagues. Chapters include: Are you a people person - do you genuinely like people, and do they like you? Spot the client - who they are and how to deal with them the current climate - what's hot, and what's not, in customer care taking control of yourself - how to build confidence and self-esteem speak your mind - effective verbal, and non-verbal communication and the invisible client - positive use of the telephone.

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