

Professionell telefonieren für Dummies Das Pocketbuch (German Edition)

Réal Bergevin, Karen Leland, Keith Bailey



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"Professionell telefonieren für Dummies" gibt Ihnen zunächst Ihren persönlichen Telefonknigge an die Hand, zeigt Ihnen, wie Sie mit richtigem Sprechtempo und Tonfall Vertrauen zum Anrufer aufbauen. Dann geht es auch schon um die wahren Herausforderungen professionellen Telefonierens: Sie erfahren, wie Sie bei aufgebrachten Anrufen reagieren und stets die Kontrolle über das Gespräch wahren und am Telefon erfolgreich verkaufen.

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